



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64363  
Promised Date: 24 JUL 21

## CUSTOMER WORK ORDER

WO #: 64363

Customer: 51115 - MARONEY, IV,  
JAMES A. - 502-693-1181

Tag:

Author: BH

Location: 0713 BH TO CHECK STATUS  
WITH FOREST RIVER

Stock #: 10811

Stock Desc: 2021 TT FOREST RIVER

CHEROKEE GREY WOLF 26DBH

Chassis #: 4X4TCKB23MK074516

Serial #: 4X4TCKB23MK074516

Mileage:

Licence:

Invoice #:

Date In: 07 JUN 21

Promised: 24 JUL 21

Date Sched:

Completed: 15 JUL 21

Warr. Date: 26 APR 21

### Job #1 - Warranty

COMPLAINT: THERE IS WIRES ON THE BACK OF THE MONITOR PANEL THAT ARE ON THE BACK OF IT AND THERE ARE TWO WIRES THAT DONT HAVE WIRE NUT BUT CUSTOMER WRAPPED THEM UP IN ELE TAPE (AS SOON AS YOU INSTALL NEW FUSES IT POPS EVERTIME) CUSTOMER HAS INSTALLED 4 FUSES AND SAME THING EVERYTIME

CORRECTION: REMOVED MONITOR FROM WALL TO LOOK AT WIRES REPLACED FUSE FOR THE PANEL AND IT BLEW RIGHT AWAY. REMOVED BREAKER BOX AND CONVERTER ALSO REMOVED VOLT GUAGE. REMOVED 12V. WIRE AT FUSE TO PANEL OHMED TO GROUND IT HAD CONTINUITY. REMOVED FRIDGE, MICROWAVE AND FURNANCE GRATE. OHMED ALL 3 PURPLE AND WHITE WIRES TO THE FUSE FOUND FEED WIRE TO THE MONITOR PANEL. RAN JUMPER WIRE FROM FUSE TO PANEL AND IT WORKED. DRILLED HOLE IN WALL BEHIND FRIDGE TO TRACE WIRES UP THE WALL. THEN DRILLED A HOLE BEHIND MICROWAVE TO ACCESS WIRES THE WIRE MOVED FREELY BETWEEN BREAKER BOX AND THE PIERCED WIRE BEHIND MICROWAVE BUT IT WAS STUCK SOMEWHERE BEHIND THE OVERHEAD CABINETS. PULLED NEW WIRE THRU FROM BREAKER BOX TO BEHIND MICROWAVE. CUT THE PINCHED WIRE OFF AND RAN THE NEW WIRE TO THE TOP OF THE CABINETS ABOVE THE DOORS OVER TO THE PANEL, HOOKED UP AND TESTED ALL CIRCUITS ALL WORKED EXCEPT THE 2 LIGHTS ABOVE THE SINK. SO I DRILLED A HOLE BEHIND THE PANEL AND RAN A NEW WIRE TO THE LIGHTS. RETESTED ALL CIRCUITS NO PROBLEMS

### Labor

| Code | Description                 | Mechanic | Total  |
|------|-----------------------------|----------|--------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | TEL      | 260.00 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | TEL      | 0.00   |
| Z990 | MISC LABOUR CODE (EXTERNAL) | TEL      | 260.00 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | TEL      | 130.00 |

Subtotal for Job #1: 650.00

Parts Total: 0.00  
Labour Total: 650.00  
Sublet Total: 0.00  
Extras Total: 0.00

WORK ORDER TOTAL: 650.00

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 #: 51115  
MARONEY, IV, JAMES A.

Customer Signature : \_\_\_\_\_

Date: 15 Jul 2021

W/O: 64363  
Promised Date: 24 JUL 21



Customer #: 51115  
MARONEY, IV, JAMES A.



Customer Work  
Order



# 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 | <b>CLAIM STATUS</b> Authorized<br><b>CLAIM</b> 639368<br><b>CLAIM ORIGIN</b> WEB<br><b>ORIGINAL CLAIM ID</b><br><b>VIN</b> 4X4TCKB23MK074516<br><b>CHASSIS VIN</b><br><b>MILEAGE</b> 0<br><b>SITE/WAREHOUSE</b> 017 / 017C<br><b>ITEM #</b> CCKT26DBH<br><b>DEALER RO #</b> 64363<br><b>CLAIM START DATE</b> 06/10/2021<br><b>CLAIM END DATE</b> 01/01/1900 | <b>Labor rate:</b> \$130.00<br><br><b>OWNER INFORMATION</b><br>JAMES MARONEY IV<br><br>3211 BRAEWICK CT<br>Evansville, IN 47715<br>USA<br><br><b>Retail Date of Purchase</b> 04/26/2021 <b>WARRANTY EXPIRATION DATE</b> 04/26/2022 |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Claim Line Details

**Labor**  
**Line# 1**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                         |                       |                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------|-------------------|
| <b>Operation Code</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Operational Description</b>                                          |                       |                   |
| 40-196-24-11-001297                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical |                       |                   |
| <b>Complaint, Cause, Correction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                         |                       |                   |
| Original Note : bhoffman@americanrvcenter.com, 2021-06-10 11:19:29 :: THERE IS WIRES ON THE BACK OF THE MONITOR PANEL THAT ARE ON THE BACK OF IT AND THERE ARE TWO WIRES THAT DONT HAVE WIRE NUT BUT CUSTOMER WRAPPED THEM UP IN ELE TAPE (AS SOON AS YOU INSTALL NEW FUSES IT POPS EVERTIME) CUSTOMER HAS INSTALLED 4 FUSES AND SAME THING EVERYTIME REMOVED MONITOR FROM WALL TO LOOK AT WIRES REPLACED FUSE FOR THE PANEL AND IT BLEW RIGHT AWAY. REMOVED BREAKER BOX AND CONVERTER ALSO REMOVED VOLT GUAGE. REMOVED 12V. WIRE AT FUSE TO PANEL OHMED TO GROUND IT HAD CONTINUITY. REMOVED FRIDGE,MICROWAVE AND FURNANCE GRATE. OHMED ALL 3 PURPLE AND WHITE WIRES TO THE FUSE FOUND FEED WIRE TO THE MONITOR PANEL. RAN JUMPER WIRE FROM FUSE TO PANEL AND IT WORKED. DRILLED HOLE IN WALL BEHIND FRIDGE TO TRACE WIRES UP THE WALL. THEN DRILLED A HOLE BEHIND MICROWAVE TO ACCESS WIRES THE WIRE MOVED FREELY BETWEEN BREAKER BOX AND THE PIERCED WIRE BEHIND MICROWAVE BUT IT WAS STUCK SOMEWHERE BEHIND THE OVERHEAD CABINETS. PULLED NEW WIRE THRU FROM BREAKER BOX TO BEHIND MICROWAVE. CUT THE PINCHED WIRE OFF AND RAN THE NEW WIRE TO THE TOP OF THE CABINETS ABOVE THE DOORS OVER TO THE PANEL, HOOKED UP AND TESTED ALL CIRCUITS ALL WORKED EXCEPT THE 2 LIGHTS ABOVE THE SINK. SO I DRILLED A HOLE BEHIND THE PANEL AND RAN A NEW WIRE TO THE LIGHTS. RETESTED ALL CIRCUITS NO PROBLEMS |                                                                         |                       |                   |
| <b>Model #</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Dlr Sub Hrs</b>                                                      | <b>Sub Labor Amt</b>  | <b>\$1,170.00</b> |
| <b>Serial #</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Appr Hrs</b>                                                         | <b>Appr Labor Amt</b> | <b>\$650.00</b>   |

**Notes**

Need more pictures of the issue

under management review

THE PROBLEM WAS A PINCHED WIRE FROM THE PANEL TO THE FUSE BOX BEHIND THE WALL CAN NOT GET A PIC OF THAT

5.0 only per management

|                  |                 |            |                 |                 |          |
|------------------|-----------------|------------|-----------------|-----------------|----------|
| <b>Submitted</b> | Labor Amt       | \$1,170.00 | <b>Approved</b> | Labor Amt       | \$650.00 |
|                  | Parts & Freight | \$0.00     |                 | Parts & Freight | \$0.00   |
|                  | Total           | \$1,170.00 |                 | Total           | \$650.00 |

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

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

**SIGNATURE**

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

**SIGNATURE**

All repairs described have been inspected and are satisfactory.