



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64366

### CUSTOMER WORK ORDER

WO #: 64366 (Appointment Date: 09 JUN 2021 - Time: 09:00am)

Customer: 51324 - BUCK, RENEE N. -  
812-499-9719

Tag:  
Author: BJW  
Location: 0625CECK WORK

Stock #: 10837  
Stock Desc: 2021 TT FOREST RIVER  
CHEROKEE 274WK  
Chassis #: 4X4TCKC24MX152075  
Serial #: 4X4TCKC24MX152075  
Mileage:  
Licence:

Invoice #:  
Date In: 07 JUN 21  
Promised:  
Date Sched:  
Completed: 14 JUN 21  
Warr. Date: 10 MAY 21

#### Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SLIDE ON THE OFF DOOR SIDE IS NOT GOING OUT ALL THE WAY. IT APPEARS THAT IT SHOULD GO ABOUT 2 INCHES MORE. THE SLIDE ON THE DOOR SIDE COULD MAYBE GO OUT 3/4 OF AN INCH MORE.

CAUSE: INSPECTED SLIDES AND FOUND THAT KITCHEN SLIDE WAS ADJUSTED TOO HIGH AT THE TOP OF THE SLIDE

CORRECTION: I ADJUSTED OFF DOOR SIDE SLIDE ROOM TO GET THE TOP OF THE SLIDE ROOM TO GO OUT AS MUCH AS THE BOTTOM OF THE ROOM.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	143.00
<b>Subtotal for Job #1:</b>			<b>143.00</b>

#### Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT SOME OF THE TRIM IS COMING LOOSE BY THE FIRE PLACE

CAUSE: INSPECTED AND FOUND TRIM BY FIREPLACE TO BE COMING LOOSE

CORRECTION: REPAIRED TRIM THAT HAD COME OFF CORNER OF SLIDE ROOM BY FIREPLACE

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	13.00
<b>Subtotal for Job #2:</b>			<b>13.00</b>

#### Job #3 - Warranty

COMPLAINT: ENTRY DOOR AND SCREEN DOOR IS VERY HARD TO OPEN AND CLOSE

CAUSE: INSPECTED ENTRY DOOR AND FOUND THAT STEPS WERE ADJUSTED A LITTLE TOO HIGH AND THE BOTTOM OF THE DOOR WAS HITTING THE STEPS WHICH CAUSED THE DOOR TO BIND.

CORRECTION: CHECKED DOOR. I ADJUSTED STEP AND STRICKER ON DOOR. CAN NOT FIND ANY REASON THAT THE DOOR WOULD BE HARD TO OPEN IF STEPS ARE SET AT THE RIGHT HEIGHT.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	13.00



Customer #: 51324  
BUCK, RENEE N.



**Other Services**

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

**Subtotal for Job #3: 13.00**

Parts Total: 0.00  
Labour Total: 169.00  
Sublet Total: 0.00  
Extras Total: 0.00  
**WORK ORDER TOTAL: 169.00**

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.

Date: 14 Jun 2021

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

Customer Work Order

W/O: 64366



Customer #: 51324  
BUCK, RENEE N.



# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
<b>BA SDEN RV CENTER INC</b>		<b>CLAIM</b>	635271
<b>DBA AMERICAN RV CENTER</b>		<b>CLAIM ORIGIN</b>	WEB
<b>600 E BASELINE ROAD</b>		<b>ORIGINAL CLAIM ID</b>	
<b>EVANSVILLE, IN 47725</b>		<b>VIN</b>	4X4TCKC24MX152075
<b>USA</b>		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
		<b>SITE/WAREHOUSE</b>	017 / 017A
		<b>ITEM #</b>	ACKT274WK
<b>Labor rate:</b>	\$130.00	<b>DEALER RO #</b>	64366
<b>OWNER INFORMATION</b>		<b>CLAIM START DATE</b>	06/08/2021
<b>RENEE BUCK</b>		<b>CLAIM END DATE</b>	01/01/1900
<b>7501 LAUREN DR</b>			
<b>Evansville, IN 47725</b>			
<b>USA</b>			
<b>Retail Date of Purchase</b>	05/10/2021	<b>WARRANTY EXPIRATION DATE</b>	05/10/2022

## Claim Line Details

### Labor

Line# 1

<b>Operation Code</b>	<b>Operational Description</b>
10-12-15-00-000256	Slide Out Gears - Frame & Chassis/Slide Out System - Lippert/Repair or Replace/No Tread Code

#### Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-06-08 09:32:13 :: CUSTOMER STATES THAT THE SLIDE ON THE OFF DOOR SIDE IS NOT GOING OUT ALL THE WAY. IT APPEARS THAT IT SHOULD GO ABOUT 2 INCHES MORE. THE SLIDE ON THE DOOR SIDE COULD MAYBE GO OUT 3/4 OF AN INCH MORE. INSPECTED SLIDES AND FOUND THAT KITCHEN SLIDE WAS ADJUSTED TOO HIGH AT THE TOP OF THE SLIDE I ADJUSTED OFF DOOR SIDE SLIDE ROOM TO GET THE TOP OF THE SLIDE ROOM TO GO OUT AS MUCH AS THE BOTTOM OF THE ROOM.

<b>Model #</b>	<b>Dlr Sub Hrs</b>	1.10	<b>Sub Labor Amt</b>	\$143.00
<b>Serial #</b>	<b>Appr Hrs</b>	1.10	<b>Appr Labor Amt</b>	\$143.00

#### Notes

need better pics showing the issue  
CHANGED FLAT RATE CODE  
repair

### Labor

Line# 2

<b>Operation Code</b>	<b>Operational Description</b>
30-102-01-00-001118	Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code

#### Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-06-08 09:48:37 :: CUSTOMER STATES THAT SOME OF THE TRIM IS COMING LOOSE BY THE FIRE PLACE INSPECTED AND FOUND TRIM BY FIREPLACE TO BE COMING LOOSE REPAIRED TRIM THAT HAD COME OFF CORNER OF SLIDE ROOM BY FIREPLACE

<b>Model #</b>	<b>Dlr Sub Hrs</b>	0.50	<b>Sub Labor Amt</b>	\$65.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.10	<b>Appr Labor Amt</b>	\$13.00

#### Notes

thank you

### Labor

Line# 3

<b>Operation Code</b>	<b>Operational Description</b>
10-7-02-00-000141	Entry Step - Frame & Chassis/Manual Entry Step/Adjust/No Tread Code

#### Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-06-08 09:59:47 :: ENTRY DOOR AND SCREEN DOOR IS VERY HARD TO OPEN AND CLOSE INSPECTED ENTRY DOOR AND FOUND THAT STEPS WERE ADJUSTED A LITTLE TOO HIGH AND THE BOTTOM OF THE DOOR WAS HITTING THE STEPS WHICH CAUSED THE DOOR

TO BIND. CHECKED DOOR. I ADJUSTED STEP AND STRICKER ON DOOR. CAN NOT FIND ANY REASON THAT THE DOOR WOULD BE HARD TO OPEN IF STEPS ARE SET AT THE RIGHT HEIGHT.

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

**Notes**

excessive amount requested

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<b>Submitted</b>	Labor Amt	\$273.00	<b>Approved</b>	Labor Amt	\$169.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$273.00		Total	\$169.00

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**DEALER**

**DATE**

**SIGNATURE**

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

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**CUSTOMER**

**DATE**

**SIGNATURE**

All repairs described have been inspected and are satisfactory.