



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64417  
Promised Date: 17 JUN 21

## CUSTOMER WORK ORDER

WO #: 64417

Customer: 48063 - MELVIN, MICHAEL D

- 812-459-0568

Tag:

Author: BJW

Location: 0702 CHECK PREAUTH

Stock #: 10979

Stock Desc: 2021 TT COACHMEN

FREEDOM EXPRESS 252RBS

Chassis #: 5ZT2FEPB3MW019512

Serial #: 5ZT2FEPB3MW019512

Mileage: 0

Licence:

Invoice #:

Date In: 10 JUN 21

Promised: 17 JUN 21

Date Sched:

Completed: 30 JUN 21

Warr. Date: 17 JUN 21

### Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CAUSE: PDI

CORRECTION: CHECK LIGHTS, BRAKES, BREAKAWY, TIRES, LUG NUTS, ROOF, AC, 2 REFERS, FURNACE, WATER HEATER, FILL AND DRAIN TANKS, CHECK WATER SYSTEMS, ELETRIC SYSTEMS, CHECK RADIO, STOVE, MICROWAVE, TOILET, SINKS, SHOWER, PAIRED CAMERA, INSTALLED BATTERY AND BOX, UN-BYPASSED WATER HEATER

### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z991 | MISC LABOUR CODE (INTERNAL) | ZMS      | N/C   |
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| Z991 | MISC LABOUR CODE (INTERNAL) | ZMS      | N/C   |
| Z991 | MISC LABOUR CODE (INTERNAL) | ZMS      | N/C   |

### Parts

| Part # | Description       | Qty  | Price | Total |
|--------|-------------------|------|-------|-------|
| 13034  | 55362 STD BATTERY | 1.00 | N/C   | N/C   |

### Other Services

| Code | Description     | Qty  | Price | Total |
|------|-----------------|------|-------|-------|
| SS   | SHOP SUPPLIES   | 1.00 | N/C   | N/C   |
| LPGI | LP - UNIT SALES | 8.00 | N/C   | N/C   |

Subtotal for Job #PDINTT: 0.00

### Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CAUSE: FINAL PDI

CORRECTION: CHECK LIGHTS, BRAKES, BREAKAWY, TIRES, LUG NUTS, ROOF, AC, 2 REFERS, FURNACE, WATER HEATER, FILL AND DRAIN TANKS, CHECK WATER SYSTEMS, ELETRIC SYSTEMS, CHECK RADIO, STOVE, MICROWAVE, TOILET, SINKS, SHOWER,

### Labor

| Code   | Description              | Mechanic | Total |
|--------|--------------------------|----------|-------|
| PDINTT | PDI - NEW TRAVEL TRAILER | ZMS      | N/C   |
| PDINTT | PDI - NEW TRAVEL TRAILER | ZMS      | N/C   |

### Parts

| Part # | Description | Qty | Price | Total |
|--------|-------------|-----|-------|-------|
|--------|-------------|-----|-------|-------|



Customer #: 48063  
MELVIN, MICHAEL D



Subtotal for Job #FPDINTT: 0.00

**Job #SWAP - Internal**

COMPLAINT: SWAP CUSTOMER'S HITCHWORK

CAUSE: SWAP CUSTOMERS HITCH

CORRECTION: REMOVED HITCH AND BRACKETS FROM TRADE IN AND INSTALLED ON NEW UNIT.

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

**Job #MAXX - Internal**

COMPLAINT: 2 ROOF VENT COVERS - INSTALLED EACH

CAUSE: INSTALL ROOF VENT COVERS

CORRECTION: INSTALLED 2 MAXX AIR VENT COVERS

| Labor                   |                       |      |          |       |
|-------------------------|-----------------------|------|----------|-------|
| Code                    | Description           |      | Mechanic | Total |
| Z990                    | INSTALL MAXX AIR VENT |      | ZMS      | N/C   |
| Parts                   |                       |      |          |       |
| Part #                  | Description           | Qty  | Price    | Total |
| 22-0257                 | 40443 BLK CAMCO VE    | 2.00 | N/C      | N/C   |
| Other Services          |                       |      |          |       |
| Code                    | Description           | Qty  | Price    | Total |
| SS                      | SHOP SUPPLIES         | 0.00 | N/C      | N/C   |
| PARTS                   | UNINVENTORIED PARTS   | 0.00 | N/C      | N/C   |
| Subtotal for Job #MAXX: |                       |      |          | 0.00  |

**Job #WALK - Internal**

COMPLAINT: WALK THRU

CORRECTION: DONE EF  
Estimated Amount: 180.00

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

**Job #1 - Warranty**

COMPLAINT: TRIM UNDER TV IS WARPED. NEED TO HAVE BRAND NAILS ADDED TO HOLD IN PLACE

CAUSE: TRIM UNDER TV IS WARPED

CORRECTION: SECURED TRIM WITH BRAD NAILS TO HELP HOLD TRIM PIECE DOWN.

| Labor                |                             |          |       |
|----------------------|-----------------------------|----------|-------|
| Code                 | Description                 | Mechanic | Total |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | ZMS      | 26.00 |
| Subtotal for Job #1: |                             |          | 26.00 |

W/O: 64417  
Promised Date: 17 JUN 21



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**Job #2 - Warranty**

COMPLAINT: BACKSPLASH BEHIND STOVE CAME LOOSE

CAUSE: BACKSPLASH CAME LOOSE FROM WALL BEHIND STOVE

CORRECTION: SECURED BACKSPLASH WITH BRAD NAILS AS NEEDED.

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

**Subtotal for Job #2: 26.00**

Parts Total: 0.00  
Labour Total: 52.00  
Sublet Total: 0.00  
Extras Total: 0.00  
**WORK ORDER TOTAL: 52.00**

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: 01 Jul 2021

W/O: 64417  
Promised Date: 17 JUN 21



Customer #: 48063  
MELVIN, MICHAEL D





# FOREST RIVER WARRANTY CLAIM FORM

|                         |            |                          |                   |
|-------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #        | 0005106    | CLAIM STATUS             | Authorized        |
| BASDEN RV CENTER INC    |            | CLAIM                    | 654404            |
| DBA AMERICAN RV CENTER  |            | CLAIM ORIGIN             | WEB               |
| 600 E BASELINE ROAD     |            | ORIGINAL CLAIM ID        |                   |
|                         |            | VIN                      | 5ZT2FEPB3MW019512 |
| EVANSVILLE, IN 47725    |            | CHASSIS VIN              |                   |
| USA                     |            | MILEAGE                  | 0                 |
|                         |            | SITE/WAREHOUSE           | 320 / 320         |
| Labor rate:             | \$130.00   | ITEM #                   | FET252RBS-320     |
| OWNER INFORMATION       |            | DEALER RO #              | 64417             |
| MICHAEL MELVIN          |            | CLAIM START DATE         | 06/22/2021        |
| 2219 CHAMPIONSHIP DR    |            | CLAIM END DATE           | 01/01/1900        |
| Evansville, IN 47725    |            |                          |                   |
| USA                     |            |                          |                   |
| Retail Date of Purchase | 06/17/2021 | WARRANTY EXPIRATION DATE | 06/17/2022        |

## Claim Line Details

### Labor

|         |                                                                                                                                                                                                                                                                                                                |                                                                                                                                               |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Line# 1 | Operation Code<br>30-102-12-00-001096                                                                                                                                                                                                                                                                          | Operational Description<br>Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code |
|         | <b>Complaint, Cause, Correction</b><br>Original Note : bjwright@americanrvcenter.com, 2021-06-22 10:39:46 :: THE TRIM UNDER THE TELEVISION IS WARPED. IT NEEDS TO HAVE BRAD NAILS ADDED. INSPECTED TRIM UNDER TELEVISION AND FOUND IT TO BE WARPED. ADDED BRAD NAILS TO PROPERLY SECURE TRIM UNDER TELEVISION. |                                                                                                                                               |
|         | Model #                                                                                                                                                                                                                                                                                                        | Dlr Sub Hrs      0.50      Sub Labor Amt    \$65.00                                                                                           |
|         | Serial #                                                                                                                                                                                                                                                                                                       | Appr Hrs          0.20      Appr Labor Amt    \$26.00                                                                                         |
|         | <b>Notes</b><br>re-secure trim 30-102-12-00-001096 = 0.20                                                                                                                                                                                                                                                      |                                                                                                                                               |

### Labor

|         |                                                                                                                                                                                                                                                        |                                                                                 |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Line# 2 | Operation Code<br>30-100-24-00-001056                                                                                                                                                                                                                  | Operational Description<br>Backsplash - Interior/Cabinetry/Repair/No Tread Code |
|         | <b>Complaint, Cause, Correction</b><br>Original Note : bjwright@americanrvcenter.com, 2021-06-22 10:44:00 :: THE BACK SPLASH BEHIND THE STOVE CAME LOOSE. INSPECT BACKSPLASH BEHIND STOVE AND FOUND IT TO BE LOOSE. RESECURED BACKSPLASH BEHIND STOVE. |                                                                                 |
|         | Model #                                                                                                                                                                                                                                                | Dlr Sub Hrs      0.50      Sub Labor Amt    \$65.00                             |
|         | Serial #                                                                                                                                                                                                                                               | Appr Hrs          0.20      Appr Labor Amt    \$26.00                           |
|         | <b>Notes</b><br>how was it re-secrued? what did tech. do to re-secure it?<br>SECURED BACKSPLASH WITH BRAD NAILS AS NEEDED.<br>secure backsplash with nails and seal                                                                                    |                                                                                 |

|                  |                 |          |  |                 |                 |         |
|------------------|-----------------|----------|--|-----------------|-----------------|---------|
| <b>Submitted</b> | Labor Amt       | \$130.00 |  | <b>Approved</b> | Labor Amt       | \$52.00 |
|                  | Parts & Freight | \$0.00   |  |                 | Parts & Freight | \$0.00  |
|                  | Total           | \$130.00 |  |                 | Total           | \$52.00 |

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.