



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64472
Promised Date: 30 SEP 21

CUSTOMER WORK ORDER

WO #: 64472 (Appointment Date: 17 JUN 2021 - Time: 07:00am)

Customer: 50599 - CROSS, ERIC D. -
812-393-9392
Tag: NOT HERE
Author: BH
Location: 1020 TRY TO GET
CUSTOMER IN FOR APPT

Stock #: 10770
Stock Desc: 2020 TT COACHMEN
CATALINA 26TH
Chassis #: 5ZT2CARB1LU035202
Serial #: 5ZT2CARB1LU035202
Mileage: 0
Licence:

Invoice #:
Date In: 16 JUN 21
Promised: 30 SEP 21
Date Sched:
Completed: 12 OCT 21
Warr. Date: 29 OCT 20

Job #1 - Warranty

COMPLAINT: Transferred to BAS*64664 on 09 JUL 21

Estimate amount was 0.00

CHECK A/C NOT WORKING CUSTOMER WAS RUNNING ON GEN WITH NO HARD STAP KIT ON THE A/C. TEMP OUTSIDE 80DEGS NOT RAINING SUNNY DAY. HE IS GOING TO CHECK ON POLE AND CALL BACK UNIT WAS NOT WORKING AT ALL WHEN PLUGGED IN ALSO

CAUSE: replace a/c

CORRECTION: TOOK READINGS AND WATING TO FILL OUT PAPER WORK
removed damaged a/c and replaced with new one, tested unit to make sure it cooled.

Labor

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

Subtotal for Job #1: 0.00

Job #2 - Warranty

KITCHEN SINK HAS CRACKS IN THE TOP ON BOTH SIDE OF THE SINK AT THE CORNERS

Labor

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

Parts

Part #	Description	Qty	Price	Total
C01284452	KITCHEN SINK 27"x1	1.00	28.84	28.84

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-KITCH SINK	1.00	30.41	30.41

Subtotal for Job #2: 189.25

Job #3 - Warranty

COMPLAINT: THE COUNTER TOP AT THE KITCHEN SINK AREA IS PEALING UP ON THE RIGHT HAND SIDE



Customer #: 50599
CROSS, ERIC D.



W/O: 64472
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CORRECTION: INSTALL NEW TOP

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	390.00

Parts

Part #	Description	Qty	Price	Total
F100036606	C-TOP KIT RECESSED	1.00	82.87	82.87
F100036645	C-TOP RANGE BACK	1.00	7.23	7.23
F100036647	ARM KIT C-TOP	1.00	8.90	8.90

Other Services

Code	Description	Qty	Price	Total
FRT	UPS FREIGHT - C-TOP PARTS	1.00	66.55	66.55
FRT	CRATE FEE - C-TOP PARTS	1.00	45.00	45.00

Subtotal for Job #3: 600.55

Job #4 - Internal

COMPLAINT: RESEAL FRONT CORNER TRIM ON EACH SIDE. CUSTOMER STATES THAT IT IS CRACKING OPEN AND NEEDS RESEALED

CORRECTION: sealed both front corners

Labor

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

Parts

Part #	Description	Qty	Price	Total
500627	SILICONE - N PLUS	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Parts Total: 127.84
 Labour Total: 520.00
 Sublet Total: 0.00
 Extras Total: 141.96
WORK ORDER TOTAL: 789.80

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: 12 Oct 2021



Customer #: 50599
CROSS, ERIC D.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	650687
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2CARB1LU035202
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
Labor rate:	\$130.00	ITEM #	CAT26TH
OWNER INFORMATION		DEALER RO #	64472
Eric D. Cross		CLAIM START DATE	06/18/2021
15254 NCR 1000 E		CLAIM END DATE	01/01/1900
Santa Claus, IN 47579			
USA			
Retail Date of Purchase	10/29/2020	WARRANTY EXPIRATION DATE	10/29/2021

Claim Line Details

Labor			
Line# 1	Operation Code	Operational Description	
	60-139-01-00-001552	Galley Double Sink - Plumbing/Galley Sink/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-06-18 11:45:33 :: KITCHEN SINK HAS CRACKS IN THE TOP ON BOTH SIDE OF THE SINK AT THE CORNERS NEED TO REPLACE THE KITCHEN SINK		
	Model #	Dlr Sub Hrs	Sub Labor Amt
		1.25	\$162.50
	Serial #	Appr Hrs	Appr Labor Amt
		1.00	\$130.00
	Notes		
	excessive time requested		
Labor			
Line# 2	Operation Code	Operational Description	
	30-100-01-00-001054	Galley Countertop - Interior/Cabinetry/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-06-18 11:47:44 :: THE COUNTER TOP AT THE KITCHEN SINK AREA IS PEALING UP ON THE RIGHT HAND SIDE NEED TO REPLACE THE COUNTER TOP		
	Model #	Dlr Sub Hrs	Sub Labor Amt
		4.00	\$520.00
	Serial #	Appr Hrs	Appr Labor Amt
		3.00	\$390.00
	Notes		
	excessive time requested		

Submitted	Labor Amt	\$682.50	Approved	Labor Amt	\$520.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$682.50		Total	\$520.00

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.