



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64499
Promised Date: 25 JUN 21



Customer #: 51561
JAMES, TABATHA R.



CUSTOMER WORK ORDER

WO #: 64499

Customer: 51561 - JAMES, TABATHA R.
- 618-375-1155

Tag: 0624

Author: DH

Location: 0709 SEE IF WE CAN CLOSE
W/O

Stock #: 10561

Stock Desc: 2021 TT COACHMEN
CATALINA 263BHCKLE

Chassis #: 5ZT2CARB2MU039230

Serial #: 5ZT2CARB2MU039230

Mileage: 0

Licence:

Invoice #:

Date In: 18 JUN 21

Promised: 25 JUN 21

Date Sched:

Completed: 30 JUN 21

Warr. Date: 25 JUN 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CAUSE: BUNKHOUSE - PRE DELIVERY INSPECTION NEW BUNKHOUSE.

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Installed new battery box. Installed new battery. Shortened battery cables to fit. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 65 psi. Recorded all tire serial numbers. Operated all stab jacks. Checked awning and roof. Checked power cord. Checked all interior lights. Checked converter output. Checked all windows and blinds. Checked all cabinets and drawers. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Replaced missing galley tank dump handle. Checked both entrance doors. Checked all compartment doors. Recorded all model and serial numbers and took pictures. Filled fresh water tank and flushed antifreeze from water lines and faucets. Checked all water lines and faucets for leaks. Opened by-pass on water heater and filled. Purged all air from water system. Performed LP drop test and set LP pressure at 11 in.wc. Filled all holding tanks and checked monitor panel. Made up coax cable for TV that was missing on delivery. Checked TV Antenna, TV, Radio and Fireplace.

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C
24478	VALVE HANDLE - MET	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
LPG	LP GAS	8.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BUNKHOUSE: 0.00

Job #BUNKFINAL - Internal

COMPLAINT: FINAL PDI NEW BUNKHOUSE

CAUSE: BUNKFINAL - FINAL PDI NEW BUNKHOUSE.

CORRECTION: Applied all company decals. Retracted all stab jacks. Drained all holding tanks. Water





heater is full and ready to camp. Moved unit to wash bay area.

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

Parts Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C

Subtotal for Job #BUNKFINAL: 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 #DELUXE - Internal

DELUXE STARTER KIT

Parts Part #	Description	Qty	Price	Total
40052	40052 BRASS W.P. R	1.00	N/C	N/C
5487	A10-1530HVP 15M -	1.00	N/C	N/C
13-0181	40274 2-PLY TST TO	1.00	N/C	N/C
11-0018	39741 20' RHINOFLE	1.00	N/C	N/C
10-0281	22793 50' 5/8" DRI	1.00	N/C	N/C
41600	41600 15-PK TST HI	1.00	N/C	N/C

Subtotal for Job #DELUXE: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: E2 - 10K E2 EQUALIZER HITCH.

CORRECTION: Assembled hitch head. Mounted hitch brackets on frame of new unit. Mounted hitch head on tow veh. and set hitch height at 23 ins. Tightened all bolts securely.

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

Parts Part #	Description	Qty	Price	Total
14-5612	10K TRUNNION E2 2-	1.00	N/C	N/C
14-8608	91-00-6100 2-5/16"	1.00	N/C	N/C

Subtotal for Job #E2: 0.00

Job #BCWT - Internal

COMPLAINT: BRAKE CONTROL & WIRING - PICKUP TRUCK ONLY

CORRECTION: INSTALLED BRAKE CONTROL AND WIRING. USED OEM TYPE HARNESS AND ADDED FUSE UNDER HOOD. CHECKED 7-WAY OUTPUT.

Labor Code	Description	Mechanic	Total
------------	-------------	----------	-------



BCWT BRAKE CONTROL & WIRING - PICKUP GAH N/C

Parts

Part #	Description	Qty	Price	Total
51140	PROPORTIONAL BRAKE CONTROL	1.00	N/C	N/C
30088	#51353 G.M. BRAKE CONTROL	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BCWT: 0.00

Job #1 - Warranty

COMPLAINT: LEFT TAIL LIGHT NOT WORKING

CAUSE: LEFT TAIL LIGHT NOT WORKING.

CORRECTION: When tail lights are turned "ON", left turn comes "ON". Removed tail light from mounting. Trimmed sharp points from sheet metal to be able to pull wires out of hole. Two wires not all the way into connectors. Turn wire from trailer feed connected to tail light wire. Tail light wire from trailer feed connected to turn wire. Cut off connectors and reconnected to correct wires. Cleaned old putty off around light. Added new putty tape and remounted light. Trimmed putty tape. Checked operation of tail light and turn signal again. OK.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	3.90
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	61.10

Subtotal for Job #1: 65.00

Job #2 - Warranty

COMPLAINT: FREEZER DOOR WILL NOT CLOSE, NOTED ON DEL

CAUSE: FREEZER DOOR WILL NOT CLOSE, NOTED ON DELIVERY.

CORRECTION: Handle side of freezer door hitting safety latch. Removed safety latch. Freezer door still will not close unless you push it closed. Tweaked freezer door to align with bottom door. Remounted safety door latch and adjusted. Door now closes without hitting safety latch

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	39.00

Subtotal for Job #2: 39.00

Job #3 - Warranty

COMPLAINT: WATER LEAK UNDER BATHROOM SINK

CAUSE: WATER LEAK UNDER BATH ROOM SINK.

CORRECTION: Water leaking under sink where faucets is mounted. Water line on hot side of faucet screwed on crooked. Removed water lines. Removed faucet from sink. Checked faucet threads and leaked checked faucet. Faucet ok no leaks. Remounted faucet on sink. Installed new cone washers in water lines. Reconnected water lines to faucet making shure hot side is on straight. Turned on city water and checked all water connections under sink. No leaks found at this time.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00

Parts

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



10-7150

CONE WASHER SWIVEL SEAL

2.00

0.24

0.48

Subtotal for Job #3:**65.48**

Parts Total: 0.48

Labour Total: 169.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL:**169.48**

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: 07 Jul 2021

W/O: 64499
Promised Date: 25 JUN 21



Customer #: 51561
JAMES, TABATHA R.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	670416
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CARB2MU039230
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
Labor rate:	\$130.00	ITEM #	CAT263BHSCKLE
OWNER INFORMATION		DEALER RO #	64499
TABATHA R JAMES		CLAIM START DATE	07/03/2021
438 S MAIN ST		CLAIM END DATE	01/01/1900
Grayville, IL 62844			
USA			
Retail Date of Purchase	06/21/2021	WARRANTY EXPIRATION DATE	06/21/2022

Claim Line Details

Labor

Line# 1	Operation Code 10-24-01-12-000390	Operational Description Tail Light Assembly, each - Frame & Chassis/Chassis Lights/Replace/ Exterior Lighting
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-03 15:22:18 :: LEFT TAIL LIGHT NOT WORKING When tail lights are turned "ON", left turn comes "ON". Removed tail light from mounting. Trimmed sharp points from sheet metal to be able to pull wires out of hole. Two wires not all the way into connectors. Turn wire from trailer feed connected to tail light wire. Tail light wire from trailer feed connected to turn wire. Cut off connectors and reconnected to correct wires. Cleaned old putty off around light. Added new putty tape and remounted light. Trimmed putty tape. Checked operation of tail light and turn signal again. OK.	
	Model #	Dlr Sub Hrs 0.50
	Serial #	Appr Hrs 0.50
		Sub Labor Amt \$65.00
		Appr Labor Amt \$65.00
	Notes repair	

Labor

Line# 2	Operation Code 70-469-01-00-001801	Operational Description Freezer Door - Appliances/Refrigerator (Furrion)/Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-03 15:23:30 :: FREEZER DOOR WILL NOT CLOSE, NOTED ON DEL FREEZER DOOR WILL NOT CLOSE, NOTED ON DELIVERY. Handle side of freezer door hitting safety latch. Removed safety latch. Freezer door still will not close unless you push it closed. Tweeked freezer door to align with bottom door. Remounted safety door latch and adjusted. Door now closes without hitting safety latch	
	Model # NA	Dlr Sub Hrs 0.60
	Serial # NA	Appr Hrs 0.30
		Sub Labor Amt \$78.00
		Appr Labor Amt \$39.00
	Notes excessive time requested.	

Labor

Line# 3	Operation Code 60-136-15-00-001499	Operational Description Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-03 15:25:04 :: WATER LEAK UNDER BATHROOM SINK Water leaking under sink where faucets is mounted. Water line on hot side of faucet screwed on crooked. Removed water lines. Removed faucet from sink. Checked faucet threads and leaked checked	

faucet. Faucet ok no leaks. Remounted faucet on sink. Installed new cone washers in water lines. Reconnected water lines to faucet making sure hot side is on straight. Turned on city water and checked all water connections under sink.

Model #

Dlr Sub Hrs

0.60

Sub Labor Amt \$78.00

Serial #

Appr Hrs

0.50

Appr Labor Amt \$65.00

Notes

excessive time requested.

Submitted

Labor Amt	\$221.00
Parts & Freight	\$0.00
Total	\$221.00

Approved

Labor Amt	\$169.00
Parts & Freight	\$0.00
Total	\$169.00

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.