



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

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FAX 812.868.1012

W/O: 64544  
Promised Date: 30 OCT 21

### CUSTOMER WORK ORDER

WO #: 64544 (Appointment Date: 24 JUN 2021 - Time: 07:00am)

Customer: 36995 - SUTCLIFFE, SHARLE R. - 812-719-7032  
Tag: UNIT NOT HERE  
Author: BH  
Location: 1013 CHECK STATUS  
Stock #: 10470  
Stock Desc: 2020 TT FOREST RIVER CHEROKEE 274BRB  
Chassis #: 4X4TCKC29LX145461  
Serial #: 4X4TCKC29LX145461  
Mileage: 0  
Licence:

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

#### Job #1 - Warranty

COMPLAINT: WHEN MAIN DOOR IS CLOSED YOU CAN SEE LIGHT ON THE BOTTOM LEFT OF THE DOOR LOOKING OUT  
NOTE: SWITCH DOOR HANDLE FROM OLD DOOR TO THE NEW DOOR SO THAT THE SAME KEYS WILL WORK THE LOCK.

CAUSE: WHEN MAIN DOOR IS CLOSED YOU CAN SEE LIGHT AT BOTTOM LEFT OF THE DOOR LOOKING OUT.

CORRECTION: Moved unit into shop from sales lot. Checked front entrance door. Lower hinge is tight and not moving. Door frame is split and coming apart. Door needs replaced. 7/2/2021: Turned in parts request for a new door. Moved unit back to service lot.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00

#### Parts

Part #	Description	Qty	Price	Total
4674	DOOR, ENTRY, 26" X	1.00	334.43	334.43

Subtotal for Job #1: 464.43

#### Job #3 - Warranty

COMPLAINT: THE LIMITED DECAL IS MISSING ON THE FRONT OF THE TRAILER THEY CAME OFF DOWN THE ROAD

CAUSE: THE "LIMITED" DECAL IS MISSING ON THE FRONT OF THE TRAILER. THEY CAME OFF DOWN THE ROAD.

CORRECTION: Checked front "Limited" decal. Two of the six letters have come off. Decal needs replaced. 7/2/2021: Turned in parts request for a new decal.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	42.90
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	22.10
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00



Customer #: 36995  
SUTCLIFFE, SHARLE R.





**Parts**

Part #	Description	Qty	Price	Total
F100184507	DECAL - "LIMITED"	1.00	5.39	5.39

**Other Services**

Code	Description	Qty	Price	Total
FRT	UPS-DECAL	1.00	15.51	15.51

**Subtotal for Job #3: 85.90**

**Job #4 - Internal**

COMPLAINT: CHECK FRIDGE DOOR HARD TO OPEN SOMETIMES THE DOOR IS EASY AND SOMETIMES IT IS HARD TO OPEN

NOTE: CUSTOMER ADVISED WHEN DROPPING OFF FOR LINES 1 AND 3 THAT THE REFRIGERATOR IS STILL DIFFICULT TO OPEN. CUSTOMER HAS TROUBLE EVEN ON FIRST ATTEMPT. SOMETIMES, SHE HAS TO OPEN THE FREEZER DOOR TO BE ABLE TO PUSH HARDER ON THE REFRIGERATOR DOOR RELEASE BUTTON TO GET IT TO OPEN.

CAUSE: CHECK FRIDGE DOOR HARD TO OPEN. SOMETIMES THE DOOR IS EASY AND SOMETIMES IT IS HARD TO OPEN.

CORRECTION: Turned on refrig when unit came into shop. Door opens and closes ok when first turned unit on. After unit was partialy cold, checked operation of door again. Door opens ok the first time you try. But if you close it and try to open it right away, The door is hard to open. This is normal. The refrig is cold on the inside and when you close the door it pulls a vacuum and makes the door hard to open. All refrigerators do this whether it is an RV or in a home.

**Labor**

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

**Subtotal for Job #4: 0.00**

**Job #5 - Warranty**

COMPLAINT: CHECK WATER PRESSURE AT THE TOILET CUSTOMER SAYS IT LEAKS THREW THE VALVE AND FILLS THE TOILET OVER NIGHT

CAUSE: CHECK WATER PRESSURE AT TOILET. CUSTOMER SAYS IT LEAKS THROUGH THE VALVE AND FILLS THE TOILET OVER NIGHT.

CORRECTION: Checked operation of toilet connected to city water with a pressure regulator attached to hose. There is a small line of water runing down towlet bowl from water inlet. Flush valve needs replaced. Removed mounting screws and cut off hose clamp. Disconnected water line. Removed old flush valve. Installed new flush valve. Installed mounting screws. Installed new clamp on flush hose. Installed new cone washer in water line connection. Tightened water line connection. Turned water back on and checked flush valve operation and checked for leaks. No leaks.

**Labor**

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

**Parts**

Part #	Description	Qty	Price	Total
385311641	310 WATER VALVE - SEALAND	1.00	32.05	32.05
10-7150	CONE WASHER SWIVEL SEAL	2.00	0.24	0.48

**Subtotal for Job #5: 97.53**



Parts Total: 372.35  
Labour Total: 260.00  
Sublet Total: 0.00  
Extras Total: 15.51  
**WORK ORDER TOTAL: 647.86**

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 Work Order

W/O: 64544  
Promised Date: 30 OCT 21



Customer #: 36995  
SUTCLIFFE, SHARLE R.



# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
BASDEN RV CENTER INC		<b>CLAIM</b>	669504
DBA AMERICAN RV CENTER		<b>CLAIM ORIGIN</b>	WEB
600 E BASELINE ROAD		<b>ORIGINAL CLAIM ID</b>	
EVANSVILLE, IN 47725		<b>VIN</b>	4X4TCKC29LX145461
USA		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
		<b>SITE/WAREHOUSE</b>	017 / 017A
<b>Labor rate:</b>	\$130.00	<b>ITEM #</b>	ACKT274BRB
<b>OWNER INFORMATION</b>		<b>DEALER RO #</b>	64544
SHARLIE R. SUTCLIFFE		<b>CLAIM START DATE</b>	07/02/2021
11473 ST RD 70		<b>CLAIM END DATE</b>	01/01/1900
Derby, IN 47525			
USA			
<b>Retail Date of Purchase</b>	06/27/2020	<b>WARRANTY EXPIRATION DATE</b>	06/27/2021

## Claim Line Details

### Labor

Line# 1

<b>Operation Code</b>	<b>Operational Description</b>		
20-66-01-00-000658	Entry Door - Exterior/Entry Doors/Replace/No Tread Code		
<b>Complaint, Cause, Correction</b>			
Original Note : bhoffman@americanrvcenter.com, 2021-07-02 12:45:26 :: WHEN MAIN DOOR IS CLOSED YOU CAN SEE LIGHT ON THE BOTTOM LEFT OF THE DOOR LOOKING OUT WHEN MAIN DOOR IS CLOSED YOU CAN SEE LIGHT AT BOTTOM LEFT OF THE DOOR LOOKING OUT. Moved unit into shop from sales lot. Checked front entrance door. Lower hinge is tight and not moving. Door frame is split and coming apart. Door needs replaced.			
<b>Model #</b>	<b>Dir Sub Hrs</b>	1.00	<b>Sub Labor Amt</b> \$130.00
<b>Serial #</b>	<b>Appr Hrs</b>	1.00	<b>Appr Labor Amt</b> \$130.00

### Notes

please submit a work order before warranty expired. thank you  
 I UPLOADED THE RO TO LABOR LINE 1 IT WILL NOT LET ME ADD TO THIS  
 sent to vendor for approval  
 Good afternoon,  
 Challenger will cover this at 1 hour

Thank you!

Jessie Cable  
 Warranty & RMA Specialist  
 LIPPERT 148 A

### Labor

Line# 2

<b>Operation Code</b>	<b>Operational Description</b>		
20-43-01-00-000589	Die Cut, Stripe, Decal, Graphic - Exterior/Exterior Miscellaneous/Replace/No Tread Code		
<b>Complaint, Cause, Correction</b>			
Original Note : bhoffman@americanrvcenter.com, 2021-07-02 12:47:22 :: THE LIMITED DECAL IS MISSING ON THE FRONT OF THE TRAILER THEY CAME OFF DOWN THE ROAD THE "LIMITED" DECAL IS MISSING ON THE FRONT OF THE TRAILER. THEY CAME OFF DOWN THE ROAD. Checked front "Limited" decal. Two of the six letters have come off. Decal needs replaced.			
<b>Model #</b>	<b>Dir Sub Hrs</b>	1.00	<b>Sub Labor Amt</b> \$130.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.50	<b>Appr Labor Amt</b> \$65.00

### Notes

