



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64567
Promised Date: 18 SEP 21

CUSTOMER WORK ORDER

WO #: 64567 (Appointment Date: 26 JUN 2021 - Time: 07:00am)

Customer: 50112 - GRAYSON, THOMAS
R. - 606-923-9560

Tag:

Author: BH

Location: 0901 SEE IF PARTS ARE
HERE YET

Stock #: 10553

Stock Desc: 2021 TT COACHMEN

SPIRIT 2557RB

Chassis #: 5ZT2SBRB9MS038256

Serial #: 5ZT2SBRB9MS038256

Mileage: 0

Licence:

Invoice #:

Date In: 26 JUN 21

Promised: 18 SEP 21

Date Sched:

Completed: 13 AUG 21

Warr. Date: 03 JUL 20

Job #1 - Warranty

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

REPLACE THE CARPET IN THE LIVING AREA

CAUSE: COACHMAN IS PAYING FOR THIS PER STEVE BRANDONBURER

CORRECTION: REMOVE CARPET ON FLOOR AND REMOVE STAPLES. INSTALL NEW CARPET.
REMOVE COUCH. REMOVE 120V PLUG ON SLIDEROOM UNDER BENCH SEATS. REMOVE ALL
BENCH SEATS AND TABLE. REMOVE CARPET. INSTALL NEW CARPET AND STAPLE DOWN.
INSTALL TABLE FEET . RE INSTALL BENCH SEATS

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	0.00	0.00

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: THE HINGE SIDE OF THE BED WHERE IT LIFTS
FOR STORAGE BRAKE AWAY FROM THE WALL.
THERE IS DAMAGE TO THE WOOD AROUND THE
CLOSETS AT THE HEAD OF THE BED AS A
RESULT OF THIS

CORRECTION: TOOK PICS. MADE UP ORDER
SHEET AND GAVE TO BEN 6/28/21

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	260.00

Subtotal for Job #2: 260.00



Customer #: 50112
GRAYSON, THOMAS R.





Job #3 - Warranty

COMPLAINT: THE SHOWER IS CRACKED RIGHT BY THE DRAIN.

CORRECTION: PUT ORDER SHEET IN TO BEN. 6/28/21

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

Parts Part #	Description	Qty	Price	Total
C01220314	FLOOR FLANGE, ABS	1.00	7.06	7.06
F100177451	SHOWER PAN - 36X30	1.00	0.00	0.00
Subtotal for Job #3:				7.06

Job #4 - Warranty

COMPLAINT: Transferred to BAS*64709 on 13 JUL 21

Estimate amount was 0.00

THE NOSE CAP HAS A CRACK IN THE UPPER LEFT HAND CORNER.

CORRECTION: BEN IS GOING TO HAVE THIS LOOKED AT.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #4:			0.00

Job #5 - Internal

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

CUSTOMER REQUESTS TO HAVE THE INTEGRITY OF THE FLOOR CHECKED UNDER THE SLIDE ROOM. UNIT HAD A WATER LEAK AT ONE TIME AND CUSTOMER WANTS TO CHECK IF THERE IS ANY WATER DAMAGE TO THE FLOOR.

CORRECTION: CHECKED FLOOR. LOOKS GOOD. REPLACED SKI ON THE REAR SIDE OF THE SLIDEROOM. SILICONED BOTH SIDES

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
Subtotal for Job #5:			0.00

Job #6 - Warranty

CUSTOMER STATES THAT WE ARE SUPPOSED TO POSSIBLY REPLACE A WALL BETWEEN THE SHOWER AND THE SLIDE. CUSTOMER ADVISED THAT BH IS AWARE OF THIS.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	390.00

Parts Part #	Description	Qty	Price	Total
C01276672	STILE - .FT	8.00	0.61	4.88
C01276677	PANELING, 2.7 X 4'	3.00	30.18	90.54

Other Services Code	Description	Qty	Price	Total
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FRT	CRATE FEE - PANELING AND STILE	1.00	45.00	45.00
FRT	FREIGHT - STILE AND PANELING	1.00	82.02	82.02
Subtotal for Job #6:				612.44

Job #7 - Warranty

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

THE VALANCE ABOVE THE DINING IS HANGING OFF OF THE WALL. SEE HISTORY ON THIS.

CORRECTION: REMOVED VALANCE ABOVE COUCH AND REFASTEN TO WALL. CHECKED OTHER ONES TO MAKE SURE THEY ARE SECURE

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #7:			0.00

Job #8 - Warranty

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

THE BLIND NEAR THE DINING ARE WILL NOT STAY UP.

CORRECTION: REMOVED BOTTOM OF BLIND AND TIED STRING BACK TO CATCH. SCREWED TO WALL

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #8:			0.00

Job #9 - Warranty

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

THERE IS A TRIM PIECE IN THE BATHROOM BEHIND THE TOILET IS PULLING AWAY FROM THE WALL.

CORRECTION: stapled back trim pieces in front entrance and bathroom. took pics

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #9:			0.00

Job #10 - Warranty

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

THERE IS A PIECE OF TRIM JUST INSIDE THE ENTRY DOOR NEAR THE PANTRY IS COMING LOOSE.

CORRECTION: STAPLED BACK TRIM

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #10:			0.00

Job #ROOFT - External

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21



Estimate amount was 0.00
INSPECT ROOF AND SEAMS - FILL VOIDS TT/FW

CORRECTION: TOUCHED UP ROOF

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #ROOFT: 0.00

Job #SEALANT - External

COMPLAINT: Transferred to BAS*64688 on 12 JUL 21

Estimate amount was 0.00

INSPECT CONDITION OF ALL EXTERIOR SEALANT INCLUDING: WINDOW, MOLDING, VENT, DOOR AND ROOF SEALANTS.

CORRECTION: CHECKED ALL SEALS. SILICONED ALSO ABOVE WINDOWS

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #SEALANT: 0.00

Job #11 - Internal

WATER PUMP SWITCH ON PANEL

Subtotal for Job #11: 0.00

Parts Total:	102.48
Labour Total:	650.00
Sublet Total:	0.00
Extras Total:	127.02
WORK ORDER TOTAL:	879.50

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: 13 Aug 2021

W/O: 64567
Promised Date: 18 SEP 21



Customer #: 50112
GRAYSON, THOMAS R.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Pending Payment
BASDEN RV CENTER INC		CLAIM	662939
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2SBRB9MS038256
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	220 / 220
		ITEM #	SBT2557RB
Labor rate:	\$130.00	DEALER RO #	64567
OWNER INFORMATION		CLAIM START DATE	06/28/2021
THOMAS R. GRAYSON		CLAIM END DATE	08/10/2021
6794 MERCEDES AVE			
Portage, IN 46368			
USA			
Retail Date of Purchase	06/19/2020	WARRANTY EXPIRATION DATE	06/19/2021

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description			
	30-103-01-00-001119	Carpet - Interior/Flooring/Replace/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:18:40 :: REPLACE THE CARPET IN THE LIVING ROOM FROM THE FLOOD REPLACE THE CARPET PER STEVE BRANDONBURGER Additional Note : bhoffman@americanrvcenter.com, 2021-06-28 15:46:15 :: WE ARE REPLACEING THE CARPET IN THE SLIDE AND THE CARPET OUTSIDE OF THE SLIDE WE WILL HAVE TO REMOVE THE COUCH AND DINNETT TABLE				
	Model #	Dlr Sub Hrs	7.00	Sub Labor Amt	\$910.00
	Serial #	Appr Hrs	7.00	Appr Labor Amt	\$910.00

Notes

Labor

Line# 2	Operation Code		Operational Description		
	30-98-01-00-000990		Bedsread - Interior/Beds, Mattress/Replace/No Tread Code		
	Complaint, Cause, Correction				
	Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:22:28 :: THE HINGE SIDE OF THE BED WHERE IT LIFTS FOR STORAGE BROKE AWAY FROM THE WALL. THERE IS DAMAGE TO THE WOOD AROUND THE CLOSETS AT THE HEAD OF THE BED AS A RESULT OF THIS GOING TO HAVE TO REBUILD THE BED FRAME BED BOARD CAME OFF OF THE HENDGE WHEN THEY LIFTED THE BED				
	Model #	Dlr Sub Hrs	2.00	Sub Labor Amt	\$260.00
	Serial #	Appr Hrs	2.00	Appr Labor Amt	\$260.00

Notes

kit to be sent no charge per ben call.

Labor

Line# 3	Operation Code		Operational Description		
	60-141-01-00-001593		Tub Pan - Plumbing/Shower, Tub Surround/Replace/No Tread Code		
	Complaint, Cause, Correction				
	Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:28:33 :: THE SHOWER IS CRACKED RIGHT BY THE DRAIN. WILL HAVE TO PULL THE SIDES OUT AND PULL THE BOTTOM OF THE SHOWER OUT AND REPLACE IT WITH A NEW ONE				
	Model #	Dlr Sub Hrs	2.50	Sub Labor Amt	\$325.00
	Serial #	Appr Hrs	2.50	Appr Labor Amt	\$325.00

Notes

Labor
Line# 4

Operation Code
30-102-01-00-002691

Operational Description
Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:35:35 :: WITH THE WATER DAMAGE STEVE BRANDONBUGER TOLD CUSOTMER THAT WE ARE REPLACING THE WALL BETWEEN THE SHOWER AND THE SLIDE REPLACE THE WALL

Model #	Dlr Sub Hrs	3.00	Sub Labor Amt	\$390.00
Serial #	Appr Hrs	3.00	Appr Labor Amt	\$390.00

Notes

Labor
Line# 5

Operation Code
30-104-01-00-001207

Operational Description
Valance - Interior/Cushions-Dinette-Mattress-Curtains/Replace/No
Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:39:48 :: THE VALANCE ABOVE THE DINING IS HANGING OFF OF THE WALL. NEED TO REINSTALL BACK ON THE WALL

Model #	Dlr Sub Hrs	0.80	Sub Labor Amt	\$104.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

Labor
Line# 6

Operation Code
30-99-24-00-001018

Operational Description
Day Night Shade or Roller Shade - Interior/Soft Goods/Repair/No Tread
Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:42:30 :: THE BLIND NEAR THE DINING ARE WILL NOT STAY UP. REMOVED BOTTOM OF BLIND AND TIED STRING BACK TO CATCH. SCREWED TO WALL

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes

Part
Line# 1

Item #

Description

USERPART

a313 PLEATED SHADE

Model #

Serial #

Sub Qty 1.00

Sub Dlr Price \$1.73

Part tag

Sub Freight \$0.00

Appr Qty 1.00

Appr Dlr Price \$1.73

Appr Freight \$0.00

Notes

Labor
Line# 7

Operation Code
30-102-12-00-001096

Operational Description
Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior
Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:46:43 :: THERE IS A TRIM PIECE IN THE BATHROOM BEHIND THE TOILET IS PULLING AWAY FROM THE WALL. stapled back trim pieces in front entrance and bathroom. took pics

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes

Labor
Line# 8

Operation Code

Operational Description

30-102-12-00-001096

Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior
Moldings/Resecure or Tighten/No Tread Code**Complaint, Cause, Correction**Original Note : bhoffman@americanrvcenter.com, 2021-06-28 15:47:37 :: THERE IS A PIECE OF TRIM JUST
INSIDE THE ENTRY DOOR NEAR THE PANTRY IS COMING LOOSE. STAPLED BACK TRIM TOOK PICS**Model #****Dlr Sub Hrs**

0.20

Sub Labor Amt \$26.00**Serial #****Appr Hrs**

0.20

Appr Labor Amt \$26.00**Notes****Submitted**

Labor Amt	\$2,080.00
Parts & Freight	\$1.73
Total	\$2,081.73

Approved

Labor Amt	\$2,028.00
Parts & Freight	\$1.73
Total	\$2,029.73

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.