



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64569
Promised Date: 17 JUL 21

CUSTOMER WORK ORDER

WO #: 64569 (Appointment Date: 28 JUN 2021 - Time: 07:00am)

Customer: 3740 - BROCK, ANDREW -
618-383-1983

Tag:

Author: BH

Location: 0803 BE SURE UNIT IS
COMPLETE

Stock #: 10997

Stock Desc: 2021 TT COACHMEN
SPIRIT 1943RB

Chassis #: 5ZT2SBHB5MS041639

Serial #: 5ZT2SBHB5MS041639

Mileage: 0

Licence:

Invoice #:

Date In: 28 JUN 21

Promised: 17 JUL 21

Date Sched:

Completed: 02 AUG 21

Warr. Date: 15 MAY 21

Job #1 - Warranty

COMPLAINT: Transferred to BAS*64716 on 13 JUL 21

Estimate amount was 0.00

A/C KINDA WORKS IT SAYS 69 DEGS ON THE THERMO BUT ITS NOT. IT WILL NOT COOL THE CAMPER DOWN. CUSTOMER HAS TO KEEP MAIN AIR DUMP OPEN BECAUSE THERE IS NOT MUCH FLOW WHEN RUNNING AI THROUGH THE DUCTS. CUSTOMER HAS TO SET T-STAT TO 65 TO GET TEH UNIT TO 72, BUT THEN THE AIR STARTS CYCLING AND THE COACH WARMS UP. CUSTOMER HAD FAN SETTING ON AUTH WHEN THIS HAPPENED.

CAUSE: AC AIR BOX AIR DIVIDER WAS MOT SEALD UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING IN TO ADIC

CORRECTION: AC AIR BOX AIR DIVIDER WAS MOT SEALD UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING IN TO ADIC

RESEAL AIR BOX, AND RESEAL ALL VENTS IN UNIT USED FOIL DUCT TAPE,

Labor

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

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: FRIDGE 12VOLT IS NOT COOLING. CUSTOMER STATES THAT THE FREEZER GOT TO AROUND 10 DEGREES, BUT THE REFRIGERATO ONLY GOT DOWN TO 60 DEGREES. EVENTUALLY, THE FREZZER STOPPED GETTING COLD AS WELL. CUSTOMER CAN HEAR SOMETHING RUNNING IN THE REFRIGERATOR, BUT IT IS NOT COOLING.

CORRECTION: REMOVE MOUNTING SCREWS FROM REFER AND SLIDE TO GET TOO SCREWS ON BACK PANEL, REMOVE PANL AND INSPECT REFER, FOUND WHITE DICOLERRATION ON COMPERSSER AND LINES, HAVE 13.6 vdc POWER WITH 2 AMP DRAW

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	104.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00

Parts

Part #	Description	Qty	Price	Total
F100231963	12V 10CF REFER BLA	1.00	925.98	925.98



Customer #: 3740
BROCK, ANDREW

**Other Services**

Code	Description	Qty	Price	Total
FRT	FREIGHT - FRIDGE	1.00	219.51	219.51
FRT	CRATE FEE - FRIDGE	1.00	25.00	25.00

Subtotal for Job #2: 1,274.49**Job #3 - Warranty**

COMPLAINT: Transferred to BAS*64716 on 13 JUL 21

Estimate amount was 0.00

CUSTOMER STATES THAT THE WATER HEATER WILL WORK ON LP, BUT IT WILL NOT WORK ON ELECTRICITY.

CORRECTION: TEST WATER HEATER, OPEN ACCESS PANELS FOR WATER HEATER AND PUMP, CHECK RECEPTIONAL OUTLET 120 vac PLUG IN WATER HEATER AND PULL COVER TO ELECTRIC ELEMENT CHECK 120 vac AND 11 AMP DRAW, AT ELEMENT, NOT PUGED IN ALL THE WAY

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	0.00	0.00

Subtotal for Job #3: 0.00**Job #4 - Warranty**

COMPLAINT: Transferred to BAS*64716 on 13 JUL 21

Estimate amount was 0.00

CUSTOMER STATES THAT THE TOP DRAWER FACE THAT IS BELOW THE KITCHEN SINK IS NOT FITTING PROPERLY.

CAUSE: RAILS MOUNTED WITH SMALL CABINET SCREWS THAT WAS OVER TIGHTEN AND STRIPED OUT HOLES ALL 3 DRAWS SCREW ARE LOOSE

CORRECTION: RAILS MOUNTED WITH SMALL CABINET SCREWS THAT WAS OVER TIGHTEN AND STRIPED OUT HOLES, REPLACE SCREWS WITH NEXT SIZE UP AND ADJUST RAILS FOR CLOSING DRAWS

Labor

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

Subtotal for Job #4: 0.00**Job #5 - Warranty**

COMPLAINT: Transferred to BAS*64716 on 13 JUL 21

Estimate amount was 0.00

RECALL 21 V350

CAUSE: RECALL 21 V350

CORRECTION: INSPECT DISCONET SWITCH WIRES AND FOUND BREAKAWY IS WIRED TO BATTERY SIDE OF SWITCH HAS 12vdc ALL THE TIME

Labor

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

Subtotal for Job #5: 0.00

W/O: 64569
Promised Date: 17 JUL 21

Parts Total:	925.98
Labour Total:	104.00
Sublet Total:	0.00
Extras Total:	244.51
WORK ORDER TOTAL:	1,274.49

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: 02 Aug 2021

Customer Work
Order



Customer #: 3740
BROCK, ANDREW



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	708030
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2SBHB5MS041639
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	220 / 220
Labor rate:	\$130.00	ITEM #	SBT1943RB
OWNER INFORMATION		DEALER RO #	64569
ANDREW BROCK		CLAIM START DATE	08/02/2021
807 W SOUTH ST		CLAIM END DATE	01/01/1900
Grayville, IL 62844			
USA			
Retail Date of Purchase	05/15/2021	WARRANTY EXPIRATION DATE	05/15/2022

Claim Line Details

Labor

Line# 2

Operation Code

70-469-01-11-003315

Operational Description

Furrion Refrigerator - Appliances/Refrigerator (Furrion)/Replace/
Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:02:13 :: FRIDGE 12VOLT IS NOT COOLING. CUSTOMER STATES THAT THE FREEZER GOT TO AROUND 10 DEGREES, BUT THE REFRIGERATO ONLY GOT DOWN TO 60 DEGREES. EVENTUALLY, THE FREZZER STOPPED GETTING COLD AS WELL. CUSTOMER CAN HEAR SOMETHING RUNNING IN THE REFRIGERATOR, BUT IT IS NOT COOLING. REMOVE MOUNTING SCREWS FROM REFER AND SLIDE TO GET TOO SCREWS ON BACK PANEL, REMOVE PANL AND INSPECT REFER, FOUND WHITE DICOLERRATION ON COMPERSER AND LINES, HAVE 13.6 vdc POWER WITH 2 AMP DRAW NEED TO REPLACE THE FRIDGE ASAP

Model

FCR10DCGTA

Dlr Sub Hrs

2.00

Sub Labor Amt \$260.00

Serial

NA

Appr Hrs

0.80

Appr Labor Amt \$104.00

Notes

6-30-2021 information sent to vendor for their review and consideration

PLEASE GIVE A UPDATE ON THIS ASAP PLEASE CUSOTMER CAME IN TODAY 07-03 ASKING ABOUT IT
7-6-2021 sent e-mail to bhoffman@americanrvcenter.com with attachment that vendor needs completed from the checklist so they can review

WE HAVE FILLED IT OUT AND SENT IT BACK TO YOU

R&R refer per Furrion authorization case 206514; authorization for 0.80 labor and cost of refer; deqaler will need to order refer; authorization has benn put in unit file

Submitted

Labor Amt	\$260.00
Parts & Freight	\$0.00
Total	\$260.00

Approved

Labor Amt	\$104.00
Parts & Freight	\$0.00
Total	\$104.00

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.