



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64587
Promised Date: 31 JUL 21

CUSTOMER WORK ORDER

WO #: 64587

Customer: 50048 - PEAY, CLINT A. -

812-686-8175

Tag:

Author: BH

Location: 0804 PARTS HERE GET UNIT
TO BM

Stock #: 10648

Stock Desc: 2021 TT COACHMEN
CATALINA 243RBSLE

Chassis #: 5ZT2CANB3MU038951

Serial #: 5ZT2CANB3MU038951

Mileage: 0

Licence:

Invoice #:

Date In: 28 JUN 21

Promised: 31 JUL 21

Date Sched:

Completed: 31 JUL 21

Warr. Date: 26 APR 21

Job #1 - Warranty

COMPLAINT: THE BOTTOM OF THE SLIDE THE SEALS ARE
NOT SEALED ON THE OUTSIDE AND THERE IS A
RUBBER PEICE ON THE INSIDE THE SEAL IS
TORE ALSO

CORRECTION: REMOVED DAMAGED SEALS AND INSTALLED NEW FLAP SEALS AND SEALED TO
WALL WITH CAULK.

Labor

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

Parts

Part #	Description	Qty	Price	Total
F100063303	SEAL, DBL WIPER 2.	2.00	25.46	50.92
F100063335	GLIDE, FLUSH FLOOR	1.00	25.16	25.16

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT & CRATE JOBS 1,5,7	1.00	243.11	243.11

Subtotal for Job #1: 709.19

Job #2 - Warranty

COMPLAINT: SCREEN DOOR AND SEALS IT IS HARD TO OPEN AND THE HOLD BACK IN THE TOP
DRAWER

CORRECTION: installed screen door hold back and adjusted door.

Labor

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

Subtotal for Job #2: 39.00

Job #3 - Warranty

COMPLAINT: Transferred to BAS*64952 on 06 AUG 21

Estimate amount was 0.00

BED ROOM DOOR SCRATCH ON THE LIVING ROOM
SIDE OF THE DOOR SMALL ROUND SPOT

Customer #: 50048
PEAY, CLINT A.





CAUSE: took
 pictures will need new door

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Subtotal for Job #3:			0.00

Job #4 - Internal

COMPLAINT: UNDER THE SINK NEEDS PUT TOGETHER

CORRECTION: INSTALLED PANELBACK IN PLACE.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: DOOR BY FIREPLACE IS WARPED

CAUSE: took pictures and ben getting approval will need new door.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	52.00

Parts

Part #	Description	Qty	Price	Total
F100039591	12.75 X 36.75 CABI	1.00	30.65	30.65
Subtotal for Job #5:				82.65

Job #6 - Warranty

COMPLAINT: TRIM AT THE HEAD OF THE BED IS BROKEN

CORRECTION: INSTALLED NEW TRIM THE TRIM SENT MATCHED THE WALL NOT THE CABINETS .
 TALKED WITH DENNY HE SAID TO INSTALL.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	26.00

Parts

Part #	Description	Qty	Price	Total
F100130670	WOODGRAIN BATTEN	1.00	1.22	1.22

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-BATTEN	1.00	145.64	145.64
Subtotal for Job #6:				172.86

Job #7 - Warranty

COMPLAINT: SLIDE OUT CEILING IS BOWING

CAUSE: took pictures and ben getting approval.

CORRECTION: FOUND WHEN I REMOVED THE TAPE THAT IT WAS DAMP I RAN FAN ON CEILING
 OVER NIGHT AND STAPLED BACK IN PLACE AND INSTALLED NEW TAPE AND SEALED THE OUTER
 EDGE OF THE SLIDE ROOM WHERE SEAM TAPE MET THE FLANGE IT WAS GAPPING.



W/O: 64587
Promised Date: 31 JUL 21



Customer #: 50048
PEAY, CLINT A.



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

Parts Part #	Description	Qty	Price	Total
1119237	ADOBE INCAN SEAM T	30.00	0.20	6.00
Subtotal for Job #7:				45.00

Job #8 - Warranty

AT THE END OF THE BAR THERE IS 3 SPOTS WHERE THE STAPLES ARE COMING OUT OF THE FLOOR SEE BEN

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Subtotal for Job #8:			130.00

Parts Total: 113.95
Labour Total: 676.00
Sublet Total: 0.00
Extras Total: 388.75

WORK ORDER TOTAL: 1,178.70

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: 06 Aug 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 664028 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2CANB3MU038951 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 103 / 103 ITEM # CAT243RBSLE DEALER RO # 64587 CLAIM START DATE 06/29/2021 CLAIM END DATE 01/01/1900	
Labor rate: \$130.00 OWNER INFORMATION CLINT PEAY 19070 N LONG JOHNYTOWN RD Saint Meinrad, IN 47577 USA		
Retail Date of Purchase 04/26/2021	WARRANTY EXPIRATION DATE 04/26/2022	

Claim Line Details

Labor

Line# 1	Operation Code 10-11-01-00-000205	Operational Description Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Replace/ No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:37:13 :: THE BOTTOM OF THE SLIDE THE SEALS ARE NOT SEALED ON THE OUTSIDE AND THERE IS A RUBBER PEICE ON THE INSIDE THE SEAL IS TORE ALSO THE FLAP SEAL ON THE FRONT ON THE OUTSIDE ARE NOT SEALED AND THE SEAL UNDER THE SLIDE IS TORE ALSO NEED TO REPLACE THE VERTICAL FLAP SEALS FOR THE SLIDE ROOM ON BOTH SIDES THEY ARE NOT LONG ENOUGH AND THE WOOD IS SHOWING AND THE FLAP SEAL ON THE BOTTOM OF THE SLIDE IS TORN ON THE FRONT OF IT AND ALSO NEED TO RESEAL THE ROOM BECAUSE NONE OF THE SEALER IS HOLDING INSTALL NEW FLAP SEAL AND BULB SEAL AND RESEAL THE ROOM SO IT DOES NOT HAVE ANY LEAKS		
	Model # Serial #	Dlr Sub Hrs 5.00 Appr Hrs 3.00	Sub Labor Amt \$650.00 Appr Labor Amt \$390.00
	Notes excessive time requested		

Labor

Line# 2	Operation Code 20-69-01-00-000703	Operational Description Hold Back Latch, Catch, or Magnet - Exterior/Compartment Doors/ Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:39:21 :: SCREEN DOOR AND SEALS IT IS HARD TO OPEN AND THE HOLD BACK IN THE TOP DRAWER installed screen door hold back and adjusted door		
	Model # Serial #	Dlr Sub Hrs 0.30 Appr Hrs 0.30	Sub Labor Amt \$39.00 Appr Labor Amt \$39.00
	Notes excessive time requested		

Labor

Line# 3	Operation Code 30-101-01-00-001076	Operational Description Hinged Passage Door - Interior/Interior Doors/Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:40:23 :: BED ROOM DOOR SCRATCH ON THE LIVING ROOM SIDE OF THE DOOR SMALL ROUND SPOT NEED TO REPLACE THE DOOR		
	Model #	Dlr Sub Hrs 0.60	Sub Labor Amt \$78.00

Labor
Line# 4

Serial #
Notes
excessive time requested

Appr Hrs 0.50
Appr Labor Amt \$65.00

Operation Code
30-100-01-00-001035
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:41:14 :: DOOR BY FIREPLACE IS WARPED NEED TO REPLACE THE DOOR

Operational Description
Cabinet Door - Interior/Cabinetry/Replace/No Tread Code

Model #
Serial #

Dlr Sub Hrs 0.40
Appr Hrs 0.40

Sub Labor Amt \$52.00
Appr Labor Amt \$52.00

Notes

Labor
Line# 5

Operation Code
30-102-01-00-001096
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:42:20 :: TRIM AT THE HEAD OF THE BED IS BROKEN FOUND BROKEN TRIM NEED TO ORDER INSTALL NEW PEICE OF TRIM

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

Model #
Serial #

Dlr Sub Hrs 0.30
Appr Hrs 0.20

Sub Labor Amt \$39.00
Appr Labor Amt \$26.00

Notes
excessive time requested

Labor
Line# 6

Operation Code
30-102-12-00-001095
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:44:53 :: SLIDE OUT CEILING IS BOWING THE STAPLES HAVE COME OUT AND THE BOARD CAME OFF NEED TO PULL SEAM TAPE OUT STAPLE IT BACK UP AND INSTALL SEAM TAPE

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

Model #
Serial #

Dlr Sub Hrs 0.50
Appr Hrs 0.30

Sub Labor Amt \$65.00
Appr Labor Amt \$39.00

Notes
excessive time requested

Labor
Line# 7

Operation Code
30-103-01-00-001125
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:46:58 :: AT THE END OF THE BAR THERE IS 3 SPOTS WHERE THE STAPLES ARE COMING OUT OF THE FLOOR SEE BEN NEED TO CUT THE FLOOR TO GET UNDER IT SO WE CAN PULL THE STAPLES OUT THEN SEAM SEAL IT SO NO WATER GETS UNDER IT AND GLUE IT DOWN

Operational Description
Linoleum - Interior/Flooring/Replace/No Tread Code

Model #
Serial #

Dlr Sub Hrs 1.00
Appr Hrs 1.00

Sub Labor Amt \$130.00
Appr Labor Amt \$130.00

Notes

Submitted	Labor Amt	\$1,053.00	Approved	Labor Amt	\$741.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,053.00		Total	\$741.00

DEALER
SIGNATURE

DATE

CUSTOMER
SIGNATURE

DATE