



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64608
Promised Date: 21 AUG 21

CUSTOMER WORK ORDER

WO #: 64608 (Appointment Date: 01 JUL 2021 - Time: 07:00am)

Customer: 50419 - LYONS, GLENN -
217-273-3928

Tag:

Author: BH

Location: 0820 SEE IF W/O CAN BE
CLOSED

Stock #: 10626

Stock Desc: 2021 TT COACHMEN
FREEDOM EXPRESS 192RBS

Chassis #: 5ZT2FEHB7MW015123

Serial #: 5ZT2FEHB7MW015123

Mileage: 0

Licence:

Invoice #:

Date In: 01 JUL 21

Promised: 21 AUG 21

Date Sched:

Completed: 23 AUG 21

Warr. Date: 31 AUG 20

Job #1 - Warranty

COMPLAINT: FRONT JACK DOES NOT WORK ITS GOES UP BUT NOT DOWN

CORRECTION: REMOVED TOP OF JACK HOOKED UP METER TO SWITCH AND WITH IT
DEPRESSED IT HAS 13,4 VOLTS SWITCH IS GOOD. the first jack that showed up had damage. so i
reordered a jack and replaced jack

Labor

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

Parts

Part #	Description	Qty	Price	Total
C01241149	JACK, ELECTRIC TONGUE 3500# BLACK W/6 POINT HAND CRANK	1.00	129.70	129.70

Subtotal for Job #1: 194.70

Job #2 - Warranty

COMPLAINT: MICROWAVE SOMETIMES IT WILL WORK AND SOMETIMES IT WONT WORK AT ALL
CUSTOMER MADE ONE BAG OF POPCORN AND THE NEXT BAG IT WOULD JUST SHUT DOWN

CORRECTION: REPLACED MICROWAVE

Labor

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

Subtotal for Job #2: 65.00

Job #3 - Warranty

COMPLAINT: WHEN FLUSHING THE BLACK TANK IT LEAKS UNDER THE BATHROOM SINK

CAUSE: black tank vaccum breaker is leaking out of the top. needs replaced

CORRECTION: replaced vaccum breaker and tested.

Labor

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



Customer #: 50419
LYONS, GLENN

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Customer #: 50419
LYONS, GLENN



Parts

Part #	Description	Qty	Price	Total
C01285152	VACUUM BREAKER, BK	1.00	10.15	10.15

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #3: 49.15

Parts Total: 139.85
Labour Total: 169.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 308.85

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 Sep 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Needs Review
BASDEN RV CENTER INC		CLAIM	670107
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEHB7MW015123
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
Labor rate:	\$130.00	ITEM #	FET192RBS-320
OWNER INFORMATION		DEALER RO #	64608
GLENN LYONS		CLAIM START DATE	07/02/2021
8 KICKAPOO PL		CLAIM END DATE	08/24/2021
Charleston, IL 61920			
USA			
Retail Date of Purchase	08/24/2020	WARRANTY EXPIRATION DATE	08/24/2021

Claim Line Details

Labor						
Line# 1	Operation Code	Operational Description				
	10-6-01-11-000102	LCI Power Tongue Jack - Frame & Chassis/A-Frame, Tongue Jack & Coupler Assembly/Replace/Electrical				
	Complaint, Cause, Correction					
	Original Note : bhoffman@americanrvcenter.com, 2021-07-02 16:26:06 :: FRONT JACK DOES NOT WORK ITS GOES UP BUT NOT DOWN NEED TO REPLACE THE TOUNGE JACK					
	Model #	NA	Dlr Sub Hrs	0.75	Sub Labor Amt	\$97.50
	Serial #	NA	Appr Hrs	0.50	Appr Labor Amt	\$65.00
	Notes					
	ARE YOU SURE IT IS THE JACK AND NOT THE SWITCH.					
	JACK IS BAD SWITCH IS GOOD CHECK PHOTOS					
	need photo of the serial number tag - it is on the bottom of the jack head					
	PHOTO IS UPLOADED					
	R&R lippert power tongue jack 10-6-01-11-000102 = 0.50; VCB					
	incomplete repair, as no replacement part charge claimed for new part					

Labor						
Line# 2	Operation Code	Operational Description				
	60-138-01-00-001537	Black Tank No Fuss Flush Valve - Plumbing/Drainage System/Replace/ No Tread Code				
	Complaint, Cause, Correction					
	Original Note : bhoffman@americanrvcenter.com, 2021-07-02 16:39:43 :: WHEN FLUSHING THE BLACK TANK IT LEAKS UNDER THE BATHROOM SINK black tank vaccum breaker is leaking out of the top. needs replaced replaced vaccum breaker and tested.					
	Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00	
	Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00	

Notes
EXCESSIVE TIME - TIME ADJUSTED

Part						
Line# 1	Item #	Description				
	C01285152	VACUUM BREAKER, BK THE FLUSHER (48 PER BOX)				
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$11.67	Sub Freight	\$0.00
	Appr Qty	0.00	Appr Dlr Price	\$0.00	Appr Freight	\$0.00

Notes

Submitted	Labor Amt	\$149.50	Approved	Labor Amt	\$104.00
	Parts & Freight	\$11.67		Parts & Freight	\$0.00
	Total	\$161.17		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.