



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64631
Promised Date: 18 SEP 21



Customer #: 12368
WITTER, JEREMY K.



CUSTOMER WORK ORDER

WO #: 64631 (Appointment Date: 06 JUL 2021 - Time: 07:00am)

Customer: 12368 - WITTER, JEREMY K.
- 618-445-1790

Tag:

Author: BH

Location: 0908 SEE IF PARTS ARE
HERE YET

Stock #: 10779

Stock Desc: 2021 TT COACHMEN APEX
300BHS

Chassis #: 5ZT2CXVB2MS041502

Serial #: 5ZT2CXVB2MS041502

Mileage: 0

Licence:

Invoice #:

Date In: 05 JUL 21

Promised: 18 SEP 21

Date Sched:

Completed: 31 AUG 21

Warr. Date: 14 MAY 21

Job #1 - Warranty

COMPLAINT: TOILET ROCKS BACK AND FORTH WATER IS LEAKING AT THE TOILET ALSO BUT
CUSOTMER CANT TELL WHERE THE WATER IS COMING FROM

CAUSE: TOILET ROCKS TOILET IS WARPED AND HAS DOOR SIDE BOLT HAS BEEN TIGHTENED TO
MUCH AND HAS PULLED THROUGH THE BASE. WATER LEAKING FROM WATER SUPPLY LINE

CORRECTION: REMOVED WATER LINE AND REPLACED CONE WASHER

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	78.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00

Parts

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL	1.00	0.24	0.24
933223	TOILET, AQUA MAGIC	1.00	89.50	89.50

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TOILET	1.00	13.33	13.33

Subtotal for Job #1: 246.07

Job #2 - Warranty

COMPLAINT: Transferred to BAS*65166 on 02 SEP 21

Estimate amount was 0.00

THE FRIDGE DOOR IS HARD TO OPEN

CAUSE: GOT

DOOR OPEN INSPECTED TOP OF SIDE WHER
DOOR LATCH ATTACKES TO IS BROKE NEEDS
BOTTOM DOOR AND LATCH

Labor

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





Other Services

Code	Description	Qty	Price	Total
FRT	UPS-REFER DOOR	0.00	32.70	0.00
Subtotal for Job #2:				0.00

Job #3 - Warranty

COMPLAINT: AWNING LEAKING WHERE THE TWO SEAMS MEET

CAUSE: AWNING LEAKING AT SEAM

CORRECTION: CLEANED AND RESEALED AT SEAM

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00
Subtotal for Job #3:			13.00

Job #4 - Internal

COMPLAINT: AIR VENT OVER THE LARGE BED WILL NOT CLOSE

CORRECTION: ADJUSTED ,LOOSENED BOLTS ON VENT COVER SLID IT TO REAR ,TIGHTENED BOLTS ANED TESTED .IT GOES UP AND DOWN .CLOSES ALL THE WAY

Labor

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

Job #5 - Warranty

COMPLAINT: THE GREY, BLACK, AND FRESH ALL SAY THEY ARE EMPTY NO MATTER HOW MUCH WATER YOU PUT IN

CAUSE: WIRES AT PLUG FOR MONITOR PANEL MELTED

CORRECTION: CHECKD AND FOUND PLUG MELTED ON MOONITOR PANEL .REPLACED PLUG AND PANEL FILLED TANKS ONLY BLACK TANK READ.DROPPED UNDER BELLY TO ACESS SENSORS CUT OFF CONECTORS ON FRESH TANK INSTALLED NEW CONECTORS AND NOW READS GALLEY TANK. CHECKED WIRING AND THEY HAD THE WRONG WIRE HOOKED ,SWAPPED WIRES THEN FRESH TANK READS . CHECKED WIRES ON GRAY TANK AND THEY WERE NOT HOOKED UP TO WIRE TO MONITOR PANEL (CONECTOR HAD NEVER BEEN CRIMPED .HOOKED UP WIRE AND GRAY TANK READS .DRAINED TANKS ,PUT UNDER BELLY UP AND INSTALLED SCREWS AND WASHERS TO HOLD IT UP. PUT MONITOR P ANEL ON WALL

Labor

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

Parts

Part #	Description	Qty	Price	Total
C01221818	MONITOR PANEL, WHI	1.00	26.39	26.39

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-MONITOR PANEL	1.00	15.47	15.47
Subtotal for Job #5:				80.86





Job #6 - Warranty

COMPLAINT: RECLINER FOOR REST ON THE RIGHT SIDE WILL NOT WORK (IF YOU ARE SITING IN IT)

CAUSE: FOOT REST ON RIGHT SIDE OF RECLINER SCREWS PULLED OUT OF FOOT REST CAUSING IT TO NOT COME OUT

CORRECTION: PULLED FOOT REST OUT REMOVED THE SCREWS ON OPPOSIT SIDE ,REMOVED FOOT REST TURNED IT 180 DEGREESE AND RE INSTALLED IT INSTALLED ALL SCREWS AND ADJUSTED LATCH

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	52.00
Subtotal for Job #6:			52.00

Job #7 - Warranty

COMPLAINT: BACK WINDOW ON THE BUNKHOUSE LEAKS DURING A RAIN

CAUSE: rear window leaks

CORRECTION: water tested found water coming in around rubber plugs in window frame . removed plugs sealed and installed4 plugs in window frame . sealed around window. let dry then water tested again no leaks

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	39.00
Subtotal for Job #7:			39.00

Job #8 - Warranty

COMPLAINT: TV IN THE LIVING ROOM DOES NOT GET ANY CHANNELS

CAUSE: tv does not pick up any channels

CORRECTION: checked tv conectionstested booster installed a test booster still no channels , hooked up different antenna got channels . removed antenna hooked it to test cable it works .tested cable and found cable ends bad .installed new ends on antenna cable put antenna on roof and hooked up tested have 10 channels with trailer in building. put everything back together .installed antenna and sealed antenna to roof

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00

Parts

Part #	Description	Qty	Price	Total
PUTTY	PUTTY TAPE - ROLL	1.00	7.97	7.97
13-1320	PW HAPS FREE SELF-	1.00	6.28	6.28

Subtotal for Job #8: 144.25

Job #9 - Warranty

THE BUNK THAT LIFTS UP NEED TO BE REPLACED BECAUSE OF DAMAGE OVER THE COUCH (MIGHT BE SPN)

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	52.00



Z990 MISC LABOUR CODE (EXTERNAL) ZMS 0.00

Parts

Part #	Description	Qty	Price	Total
F100173115	STILE, 18MM x 3' x	8.00	0.90	7.20

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-SILTE	1.00	145.64	145.64

Subtotal for Job #9: 204.84

Job #10 - Warranty

COMPLAINT: THE BLIND OVER THE TABLE WILL NOT STAY UP

CAUSE: BLIND OVER TABLE WILL NOT STAY UP

CORRECTION: TIGHTENED UP STRINGS ON BLIND AND TESTED .BLIND STAYS UP

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00

Subtotal for Job #10: 13.00

Job #11 - Warranty

Transferred to BAS*65166 on 02 SEP 21

Estimate amount was 0.00

ONE OF THE ROLLERS CAME OUT FROM UNDER THE SLIDE CUSTOMER THINKS IT MIGHT BE FROM THE FRONT SLIDE IT IS IN THE KITCHEN SINK

Labor

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

Subtotal for Job #11: 0.00

Parts Total:	137.58
Labour Total:	481.00
Sublet Total:	0.00
Extras Total:	174.44
WORK ORDER TOTAL:	793.02

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 Sep 2021

W/O: 64631
Promised Date: 18 SEP 21

Customer #: 12368
WITTER, JEREMY K.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	675906
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CXVB2MS041502
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	220 / 220A
Labor rate:	\$130.00	ITEM #	APTT300BHS
OWNER INFORMATION		DEALER RO #	64631
JEREMY WITTER		CLAIM START DATE	07/08/2021
1699 SOUNTY RD 450 N		CLAIM END DATE	01/01/1900
Fairfield, IL 62837			
USA			
Retail Date of Purchase	05/14/2021	WARRANTY EXPIRATION DATE	05/14/2022

Claim Line Details

Labor			
Line# 1	Operation Code	Operational Description	
	60-137-01-00-001509	Thetford Toilet - Standard Model - Plumbing/Toilet (Thetford)/Replace Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:11:46 :: TOILET ROCKS BACK AND FORTH W LEAKING AT THE TOILET ALSO BUT CUSOTMER CANT TELL WHERE THE WATER IS COMING FROM TOILET F TOILET IS WARPED AND HAS DOOR SIDE BOLT HAS BEEN TIGHTENED TO MUCH AND HAS PULLED THROUG BASE. WATER LEAKING FROM WATER SUPPLY LINE REMOVED WATER LINE AND REPLACED CONE WASHER		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	31687	1.20	\$156.00
	Serial #	Appr Hrs	Appr Labor Amt
	210409-31687-0259	1.10	\$143.00
	Notes		
	Repair only		
Labor			
Line# 2	Operation Code	Operational Description	
	70-151-01-00-001800	Refrigerator Door - Appliances/Refrigerator (House Type)/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:14:56 :: THE FRIDGE DOOR IS HARD TO OPEN GOT DOOR OPEN INSPECTED TOP OF SIDE WHER DOOR LATCH ATTACKES TO IS BROKE NEEDS BOTTOM DOOR AND LATCH		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	DM2672LBX	0.40	\$52.00
	Serial #	Appr Hrs	Appr Labor Amt
	11396447	0.30	\$39.00
	Notes		
	Need picture of model and serial #		
	PIC AND JOB IS UPDATED		
	Auth above flat rate		
Labor			
Line# 3	Operation Code	Operational Description	
	20-43-19-00-001109	Gutter Rail - Exterior/Exterior Miscellaneous/Reseal/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:18:14 :: AWNING LEAKING WHERE THE TWO SEAMS MEET AWNING LEAKING AT SEAM CLEANED AND RESEALED AT SEAM		
	Model #	Dlr Sub Hrs	Sub Labor Amt
		0.20	\$26.00
	Serial #	Appr Hrs	Appr Labor Amt
		0.10	\$13.00

Notes
Auth to flat rate

Labor
Line# 4

Operation Code Operational Description
40-112-01-11-001346 Monitor Panel - Electrical/Monitor Panel/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:19:32 :: THE GREY, BLACK, AND FRESH ALL SAY THEY ARE EMPTY NO MATTER HOW MUCH WATER YOU PUT IN WIRES AT PLUG FOR MONITOR PANEL MELTED NEED TO INSTALL NEW PANEL

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes
Auth to flat rate
Time too heavy for repair

Labor
Line# 5

Operation Code Operational Description
30-91-01-00-000901 Rocker, Recliner, or Glider Chair - Interior/Living Quarters, Sofa, Chair/
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:21:25 :: RECLINER FOOR REST ON THE RIGHT SIDE WILL NOT WORK (IF YOU ARE SITING IN IT) FOOT REST ON RIGHT SIDE OF RECLINER SCREWS PULLED OUT OF FOOT REST CAUSING IT TO NOT COME OUT PULLED FOOT REST OUT REMOVED THE SCREWS ON OPPOSIT SIDE ,REMOVED FOOT REST TURNED IT 180 DEGREESE AND RE INSTALLED IT INSTALLED ALL SCREWS AND ADJUSTED LATCH

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.40	Appr Labor Amt	\$52.00

Notes
Auth to flat rate

Labor
Line# 6

Operation Code Operational Description
20-46-19-00-000721 Window - Exterior/Windows/Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:22:44 :: BACK WINDOW ON THE BUNKHOUSE LEAKS DURING A RAIN water tested found water coming in around rubber plugs in window frame . removed plugs sealed and installed4 plugs in window frame . sealed around window. let dry then water tested again no leaks

Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes
Auth to flat rate

Labor
Line# 7

Operation Code Operational Description
40-132-24-00-001436 Any Video Connection Behind Wall Plate - Electrical/Low Voltage Wiring/
Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:24:28 :: TV IN THE LIVING ROOM DOES NOT GET ANY CHANNELS tv does not pick up any channels checked tv connections tested booster installed a test booster still no channels , hooked up different antenna got channels . removed antenna hooked it to test cable it works .tested cable and found cable ends bad .installed new ends on antenna cable put antenna on roof and hooked up tested have 10 channels with trailer in building. put everything back together .installed antenna and sealed antenna to roof

Model #	Dlr Sub Hrs	2.00	Sub Labor Amt	\$260.00
Serial #	Appr Hrs	1.00	Appr Labor Amt	\$130.00

Notes
Time too heavy for repair

Labor
Line# 8

Operation Code Operational Description

30-102-01-00-001096

Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior
Moldings/Replace/No Tread Code**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:32:31 :: THE BUNK THAT LIFTS UP NEED
TO BE REPLACED BECAUSE OF DAMAGE OVER THE COUCH WOOD FACE TRIM ON THE LIFT IS DAMAGED
NEED TO REPLACE IT

Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	Appr Hrs	0.40	Appr Labor Amt	\$52.00

Notes**Labor**
Line# 9**Operation Code**

30-99-24-00-001018

Operational DescriptionDay Night Shade or Roller Shade - Interior/Soft Goods/Repair/No Tread
Code**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:35:23 :: THE BLIND OVER THE TABLE WILL
NOT STAY UP BLIND OVER TABLE WILL NOT STAY UP TIGHTENED UP STRINGS ON BLIND AND
TESTED .BLIND STAYS UP

Model #	Dlr Sub Hrs	0.10	Sub Labor Amt	\$13.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes**Submitted**

Labor Amt	\$741.00
Parts & Freight	\$0.00
Total	\$741.00

Approved

Labor Amt	\$520.00
Parts & Freight	\$0.00
Total	\$520.00

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.