



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64632  
Promised Date: 23 JUL 21

### CUSTOMER WORK ORDER

WO #: 64632 (Appointment Date: 06 JUL 2021 - Time: 09:00am)

Customer: 50374 - MITCHELL,  
SAMANTHA J. - 812-483-8440

Tag:

Author: BJW

Location: 0812 CHECK STATUS WITH  
ZS ABOUT LIGHT

Stock #: 10631

Stock Desc: 2021 TT COACHMEN  
FREEDOM EXPRESS 287BHDS

Chassis #: 5ZT2FEUB3MW015030

Serial #: 5ZT2FEUB3MW015030

Mileage: 0

Licence:

Invoice #:

Date In: 05 JUL 21

Promised: 23 JUL 21

Date Sched:

Completed: 12 AUG 21

Warr. Date: 22 AUG 20

#### Job #1 - External

COMPLAINT: CUSTOMER STATES THAT THE LEFT FRONT WHEEL STUDS ARE STRIPPED. CUSTOMER HAD TO GET TEMPERARY LUGS FROM AN AUTO PARTS STORE TO BE ABLE TO GET HOME THIS PREVIOUS WEEKEND.

CAUSE: customer states the studs are stripped on the left front wheel and had used other lugs from the auto parts store. tech did not notice any other "style" of lugs on either side of unit. pulled off lugs on BOTH sides on the front to check the condition of the studs. both sides arnot showing any signs of damage or any unusual wear. asking BJ to contact customer for more info. 7/6/21

CORRECTION: customer had this issue fixed before it got here. 7/14/21

#### Labor

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

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

**Subtotal for Job #1: 0.00**

#### Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE A/C WOULDN'T COME ON. CUSTOMER TOOK CEILING PLENUM DOWN AND HAD TO WIGGLE WIRES TO GET A/C TO COME ON.

CAUSE: a/c isnt working per customer. pulled the plenum down to access wires. pulled one of the wire nuts off by hand. noticed when i moved wires the a/c would try to kick on.

CORRECTION: replaced all wire nuts for all wires for the thermostat. tested a/c. a/c is now working

#### Labor

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

**Subtotal for Job #2: 26.00**

#### Job #3 - Warranty

COMPLAINT: IN THE BUNK THE LIGHT DOES NOT WORK IF YOU REMOVE THE COVER THEN YOU CAN TURN THE LIGHT ON

CAUSE: light will not come on on bottom bunk with the cover on. tried to turn on light mutiple times and adjust lens cover and could not get light to come on. need to replace light assembly.



Customer #: 50374  
MITCHELL, SAMANTHA J.



CORRECTION: 8/10 replaced light

**Labor**

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

**Parts**

Part #	Description	Qty	Price	Total
6076	LIGHT, 12V 4.5" LE	1.00	3.38	3.38

**Other Services**

Code	Description	Qty	Price	Total
FRT	UPS-LIGHT	1.00	15.47	15.47

**Subtotal for Job #3: 44.85**

Parts Total: 3.38  
Labour Total: 52.00  
Sublet Total: 0.00  
Extras Total: 15.47  
**WORK ORDER TOTAL: 70.85**

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: 12 Aug 2021

W/O: 64632  
Promised Date: 23 JUL 21



Customer #: 50374  
MITCHELL, SAMANTHA J.



# FOREST RIVER WARRANTY CLAIM FORM

**DEALER ACCOUNT #** 0005106  
 BASDEN RV CENTER INC  
 DBA AMERICAN RV CENTER  
 600 E BASELINE ROAD

EVANSVILLE, IN 47725  
 USA

**Labor rate:** \$130.00

**OWNER INFORMATION**

SAMANTHA MITCHELL  
 810 HARTFORD CT  
 Evansville, IN 47710  
 USA

**CLAIM STATUS** Authorized  
**CLAIM** 683237  
**CLAIM ORIGIN** WEB  
**ORIGINAL CLAIM ID**  
**VIN** 5ZT2FEUB3MW015030  
**CHASSIS VIN**  
**MILEAGE** 0  
**SITE/WAREHOUSE** 320 / 320  
**ITEM #** FET287BHDS-320  
**DEALER RO #** 64632  
**CLAIM START DATE** 07/14/2021  
**CLAIM END DATE** 01/01/1900

**Retail Date of Purchase** 08/15/2020      **WARRANTY EXPIRATION DATE** 08/15/2021

**Claim Line Details**

**Labor**

**Line# 1**      **Operation Code** 40-196-01-11-001306      **Operational Description** LED Light - Electrical/12 Volt Interior/Replace/Electrical  
**Complaint, Cause, Correction**  
 Original Note : bjwright@americanrvcenter.com, 2021-07-14 09:47:49 :: THE LIGHT IN THE BUNKHOUSE DOES NOT WORK. IF YOU REMOVE THE COVER, YOU CAN TURN IT ON AND OFF, BUT IT WILL NOT FUNTION WITH THE COVER ON. Additional Note : bjwright@americanrvcenter.com, 2021-07-14 09:48:46 :: INSPECTED LIGHT AND FOUND THAT IT WILL NOT TURN ON AND/OR OFF WHEN THE LIGHT COVER IS IN PLACE. LIGHT WILL NEED TO BE REPLACED TO WORK PROPERLY.

<b>Model #</b>	<b>Dlr Sub Hrs</b>	0.20	<b>Sub Labor Amt</b>	\$26.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b>	\$26.00

**Notes**

**Part**

**Line# 1**      **Item #** F100045140      **Description** LIGHT, 12V 4.5" LED MOUSETRAP DOME LIGHT (QTY 100)  
**Model #**      **Serial #**      **Part tag** 0000110943  
**Sub Qty** 1.00      **Sub Dlr Price** \$3.04      **Sub Freight** \$0.00  
**Appr Qty** 0.00      **Appr Dlr Price** \$0.00      **Appr Freight** \$0.00

**Notes**

**Labor**

**Line# 2**      **Operation Code** 40-132-24-11-001433      **Operational Description** Roof AC Control Box Wire Connection, any - Electrical/Low Voltage Wiring/Repair/Electrical  
**Complaint, Cause, Correction**  
 Original Note : bjwright@americanrvcenter.com, 2021-07-14 09:55:45 :: CUSTOMER STATES THAT THE A/C WOULDN'T COME ON. CUSTOMER TOOK CEILING PLENUM DOWN AND HAD TO WIGGLE WIRES TO GET A/C TO COME ON. TOOK DOWN PLENUM AND WAS ABLE TO PULL SEVERAL WIRES NUTS OFF BY HAND. DISCONNECTED ALL WIRING AND RECONNECTED PROPERLY WITH NEW WIRE NUTS.

<b>Model #</b>	<b>Dlr Sub Hrs</b>	0.20	<b>Sub Labor Amt</b>	\$26.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b>	\$26.00

**Notes**

**Submitted**

Labor Amt	\$52.00
Parts & Freight	\$3.04
Total	\$55.04

**Approved**

Labor Amt	\$52.00
Parts & Freight	\$0.00
Total	\$52.00

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**DEALER** \_\_\_\_\_ **DATE**  
**SIGNATURE**

I certify that I have performed these repairs consistent with Forest River Policies.

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**CUSTOMER** \_\_\_\_\_ **DATE**  
**SIGNATURE**

All repairs described have been inspected and are satisfactory.