



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64633  
Promised Date: 31 OCT 21

### CUSTOMER WORK ORDER

WO #: 64633 (Appointment Date: 06 JUL 2021 - Time: 10:00am)

Customer: 50473 - KEEP, PATRICIA A. -  
812-699-7297

Tag:  
Author: BJW  
Location: 1001 APPT TODAY

Stock #: 10606  
Stock Desc: (10606) 2021 COACHMEN  
APEX NANO 208BHS  
Chassis #: 5ZT2CXKB4ML009715  
Serial #: 5ZT2CXKB4ML009715  
Mileage:  
Licence:

Invoice #:  
Date In: 05 JUL 21  
Promised: 31 OCT 21  
Date Sched:  
Completed: 30 SEP 21  
Warr. Date: 11 SEP 20

#### Job #1 - Warranty

COMPLAINT: FREEZER DOOR AT TOP HAS ICE FORMING INSIDE

CAUSE: FREEZER DOOR AT TOP HAS ICE FORMING INSIDE AT TOP OF DOOR.

CORRECTION: Checked freezer door closing with a dollar bill between cabinet frame and door gasket. With door closed until it clicks, there is resistance on pulling dollar bill out. Not closing door all the way until it clicks, the dollar bill is easy to pull out. Set unit outside with it plugged in and refrig running to see if ice builds up on freezer door. Checked freezer after 24 hours. Door was closed tight. Ice still forming at top of freezer door on interior door panel. 7/8/2021: Turned in parts request for a new freezer door or a new gasket?.

#### Labor

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

#### Parts

Part #	Description	Qty	Price	Total
3316890.900	S,DOOR ASM,FRZ-6/8	1.00	117.32	117.32

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	UPS-DOOR	1.00	17.25	17.25

**Subtotal for Job #1: 160.57**

#### Job #2 - Warranty

COMPLAINT: WATER HEATER INOP ON ELECTRIC

CAUSE: WATER HEATER INOP ON ELECTRIC.

CORRECTION: Moved unit into shop from service lot. Checked operation of water heater on electric. does not heat up. Checked power to thermostat. Has power. No amp draw at heating element. No room behind water heater to service heating element. Disconnected water lines. Removed all mounting screws. Pulled water heater out of opening. Removed heating element from back of water heater. Element has hole in it. Needs replaced. Installed new heating element. Connected all wiring at back of water heater. Cleaned off old putty tape and applied new putty tape to water heater flange. Put water heater back in mounting hole. Secured in place with factory mounting screws. Reconnected LP line. Reconnected water inlet and outlet hoses. Resealed around LP line. Remounted water heater door. Filled water heater and purged air from water lines. Checked operation on electric. Water heater now working on electric. Checked lp line



Customer #: 50473  
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connection for leaks. None found. Checked operation on LP .OK

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	130.00

<b>Parts</b>				
Part #	Description	Qty	Price	Total
80-8631	92097 ATWOOD SCREW	1.00	29.62	29.62
10-7150	CONE WASHER SWIVEL	2.00	0.24	0.48
PUTTY	PUTTY TAPE - ROLL	1.00	7.97	7.97

**Subtotal for Job #2: 168.07**

**Job #3 - Warranty**

COMPLAINT: CUSTOMER STATES THAT CAN'T GET TV ANTENNA SIGNAL

CAUSE: CUSTOMER STATES THAT CAN'T GET TV ANTENNA SIGNAL.

CORRECTION: Checked operation of TV and Antenna inside shop. No channels found. Removed coax from Antenna booster to TV. Checked and found a short. Center conductor on one end of coax was bent over and flat against connector. Made up new coax cable and checked before installing on TV. Checked OK. Connected coax cable to TV and to booster. Did a channel search inside shop. Antenna found 12 channels inside shop. Nothing wrong with TV Antenna.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00

**Subtotal for Job #3: 65.00**

**Job #4 - Internal**

COMPLAINT: CHECK REFER, CUSTOMER WILL UNPLUG AND ALARM WILL SOUND. CUSTOMER HAS TO TURN ON AND OFF TO GET TO WORK

CAUSE: CHECK REFER, CUSTOMER WILL UNPLUG AND ALARM WILL SOUND. CUSTOMER HAS TO TURN ON AND OFF TO GET TO WORK.

CORRECTION: Checked operation of refrig. If refrig is in AUTO mode with LP shut off and you unplug power cord, after about 2-3 mins. the ALARM and CHECK light will come on letting you know that there is no power source to refrig. This is a normal feature for the refrig. Refrig is operating as it should.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C

**Subtotal for Job #4: 0.00**

**Job #5 - Warranty**

COMPLAINT: CHECK WATER PUMP PRESSURE

CAUSE: CHECK WATER PUMP PRESSURE.

CORRECTION: Checked pressure at kitchen faucet. Pressure is ok for a water pump. Checked pressure at bath sink. Less pressure than kitchen sink. Removed areator from bath sink faucet. Aerator was clean and not clogged. Removed restrictor in areator. reinstalled areator on faucet. Checked water flow. Pressure is now better.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	39.00

**Subtotal for Job #5: 39.00**

W/O: 64633  
Promised Date: 31 OCT 21



Customer #: 50473  
KEEP, PATRICIA A.



**Job #6 - Warranty**

Transferred to BAS\*65378 on 01 OCT 21

Estimate amount was 0.00

CUSTOMER STATES THAT THE FRONT WINDOW ( ABOVE LP TANKS) IS LEAKING AND WATER IS GETTING INSIDE THE UNIT.

**Labor**

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

**Subtotal for Job #6: 0.00**

Parts Total: 155.39  
 Labour Total: 260.00  
 Sublet Total: 0.00  
 Extras Total: 17.25  
**WORK ORDER TOTAL: 432.64**

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.

Date: 02 Oct 2021

Customer Signature : \_\_\_\_\_

W/O: 64633  
Promised Date: 31 OCT 21



Customer #: 50473  
KEEP, PATRICIA A.



# 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**

PATRICIA A KEEP  
 3851 S MEROM STATION RD  
 Merom, IN 47861  
 USA

**CLAIM STATUS** Authorized  
**CLAIM** 677851  
**CLAIM ORIGIN** WEB  
**ORIGINAL CLAIM ID**  
**VIN** 5ZT2CXKB4ML009715  
**CHASSIS VIN**  
**MILEAGE** 0  
**SITE/WAREHOUSE** 224 / 224  
**ITEM #** AAPT208BHS  
**DEALER RO #** 64633  
**CLAIM START DATE** 07/09/2021  
**CLAIM END DATE** 01/01/1900

**Retail Date of Purchase** 09/09/2020      **WARRANTY EXPIRATION DATE** 09/09/2021

**Claim Line Details**

**Labor**

<b>Line# 1</b>	<b>Operation Code</b> 70-151-01-00-001801	<b>Operational Description</b> Freezer Door - Appliances/Refrigerator (House Type)/Replace/No Tread Code
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**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-09 11:56:05 :: FREEZER DOOR AT TOP HAS ICE FORMING INSIDE FREEZER DOOR AT TOP HAS ICE FORMING INSIDE AT TOP OF DOOR. Checked freezer door closing with a dollar bill between cabinet frame and door gasket. With door closed until it clicks, there is resistance on pulling dollar bill out. Not closing door all the way until it clicks, the dollar bill is easy to pull out. Set unit outside with it plugged in and refrig running to see if ice builds up on freezer door. Checked freezer after 24 hours. Door was closed tight. Ice still forming at top of freezer door on interior door panel. 7/8/2021: Turned in parts request for a new freezer door or a new gasket?.

<b>Model #</b>	DM2672RBX	<b>Dlr Sub Hrs</b>	0.20	<b>Sub Labor Amt</b>	\$26.00
<b>Serial #</b>	02997860	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b>	\$26.00

**Notes**

vcb Freezer door

**Labor**

<b>Line# 2</b>	<b>Operation Code</b> 70-168-01-11-002012	<b>Operational Description</b> Water Heater Heating Element - Appliances/Water Heater (Dometic, Atwood)/Replace/Electrical
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**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-09 12:06:07 :: WATERHEATER INOP ON ELECTRIC Moved unit into shop from service lot. Checked operation of water heater on electric. does not heat up. Checked power to thermostat. Has power. No amp draw at heating element. No room behind water heater to service heating element. Disconnected water lines. Removed all mounting screws. Pulled water heater out of opening. Removed heating element from back of water heater. Element has hole in it. Needs replaced. Installed new heating element. Connected all wiring at back of water heater. Cleaned off old putty tape and applied new putty tape to water heater flange. Put water heater back in mounting hole. Secured in place with factory mounting screws. Reconnected LP line. Reconnected water inlet and outlet hoses. Resealed around LP line. Remounted water heater door. Filled water heater and purged air from water lines. Checked operation on electric. Water heater now working on electric. Checked lp line connection for leaks. None found. Checked operation on LP .OK

<b>Model #</b>	96160SU	<b>Dlr Sub Hrs</b>	1.50	<b>Sub Labor Amt</b>	\$195.00
<b>Serial #</b>	02696072	<b>Appr Hrs</b>	1.00	<b>Appr Labor Amt</b>	\$130.00

**Notes**

Time too heavy for repair

Labor  
Line# 3

Operation Code  
70-147-24-00-001761

Operational Description  
Winegard TV Antenna On Off Power Supply Booster - Appliances/  
Television/Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-09 12:08:14 :: CUSTOMER STATES THAT CAN'T GET TV ANTENNA SIGNAL CUSTOMER STATES THAT CAN'T GET TV ANTENNA SIGNAL. Checked operation of TV and Antenna inside shop. No channels found. Removed coax from Antenna booster to TV. Checked and found a short. Center conductor on one end of coax was bent over and flat against connector. This coax was customer supplied. Made up new coax cable and checked before installing on TV. Checked OK. Connected coax cable to TV and to booster. Did a channel search inside shop. Antenna found 12 channels inside shop. Nothing wrong with TV Antenna.

Model #	Dlr Sub Hrs	0.60	Sub Labor Amt	\$78.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

**Notes**

Auth to flat rate

Labor  
Line# 4

Operation Code  
60-136-15-00-001499

Operational Description  
Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread  
Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-07-09 12:11:43 :: CHECK WATER PUMP PRESSURE IN THE BATH ROOM Checked pressure at kitchen faucet. Pressure is ok for a water pump. Checked pressure at bath sink. Less pressure than kitchen sink. Removed AIRRATOR from bath sink faucet. AIRRATOR was clogged. Removed restrictor in airrorator reinstalled areator on faucet. Checked water flow. Pressure is now better.

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

**Notes**

This code requires pictures  
THE PIC IS THERE

<b>Submitted</b>	Labor Amt	\$338.00
	Parts & Freight	\$0.00
	Total	\$338.00

<b>Approved</b>	Labor Amt	\$260.00
	Parts & Freight	\$0.00
	Total	\$260.00

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.