



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

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W/O: 64671
Promised Date: 25 SEP 21



Customer #: 3566
CALVERT, MICHAEL



CUSTOMER WORK ORDER

WO #: 64671 (Appointment Date: 09 JUL 2021 - Time: 07:00am)

Customer: 3566 - CALVERT, MICHAEL -
270-635-2476

Tag:

Author: BH

Location: 0910 CHECK STATUS WITH
ZS

Stock #: 10950

Stock Desc: 2021 TT COACHMEN

SPIRIT 1943RB

Chassis #: 5ZT2SBHB8MS040890

Serial #: 5ZT2SBHB8MS040890

Mileage: 0

Licence:

Invoice #:

Date In: 10 JUL 21

Promised: 25 SEP 21

Date Sched:

Completed: 15 SEP 21

Warr. Date: 27 FEB 21

Job #1 - Warranty

COMPLAINT: FRIDGE DOES NOT WORK AT ALL

CAUSE: REPLACE BUS FUSE WITH BLADED FUSE PER FURRIION.

NEW FRIDGE TO INSTALL.

CORRECTION: REPLACED FUSE AND FRIDGE IS COOLING. RAN OVERNIGHT.

REMOVED OLD FRIDGE. REMOVED DOORS AND ALL TRIM PIECES OFF FRIDGE. FRIDGE IS TOO WIDE TO GO THROUGH THE ENTRY DOOR. REMOVED ENTRY DOOR. REMOVED FRIDGE FROM UNIT. TOOK NEW FRIDGE OUT OF BOX. TOOK BOTH DOORS AND ALL THE TRIM OFF THE NEW DOOR. INSTALLED FRIDGE, INSTALLED BOTH DOORS AND TRIM PIECES TO NEW FRIDGE. ADJUSTED DOOR CATCH ON FREEZER. TOOK PANELS FOR DOORS OF THE OLD FRIDGE AND INSTALLED ONTO NEW FRIDGE. CLEANED UP MESS. RAN FRIDGE OVERNIGHT.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	55.90
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	9.10
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	32.50
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	32.50
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	130.00

Parts

Part #	Description	Qty	Price	Total
19-3535	Fuse Holder; ATO/ ATC Blade Fuses; 5-1/2 Inch 12 Gauge Wire; With Fuse	1.00	2.63	2.63
F100231963	12V 10CF REFER BLA	1.00	925.98	925.98

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	FREIGHT & CRATE - REFER	1.00	147.39	147.39

Subtotal for Job #1: 1,401.00

Job #2 - Internal

COMPLAINT: BOTH DOORS ON THE FRIDGE DONT OPEN VERY WELL



CAUSE: doors open normally. advise customer that they need to gently push down on the handles while they close them so they are in the latch.

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: WHEN THE SLIDE ROOM IS IN.. NEAR THE
BACK YOU CAN SEE LIGHT AT THE BOTTOM
CORNER

CAUSE: interior slide out seal is ripped at the bottom. needs replaced. all other seals are good

CORRECTION: NEW SEAL CAME IN. REMOVED TRIM OFF OF SLIDE OUT. REMOVED STAPLES OUT
OF SEAL. REMOVED SEAL. CUT NEW PIECE TO LENGTH. CUT RELEIF IN BOTTOM FOR SEAL TO
TUCK IN BETWEEN WALL ALL SLIDE OUT. STAPLED SEAL TO WALL. STAPLED TRIM BACK ONTO
SLIDE OUT. RAN SLIDE ROOM IN AND OUT SEVERAL TIMES TO TEST.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	156.00

Parts

Part #	Description	Qty	Price	Total
C01298374	HINGED SEAL WIPER,	8.00	2.16	17.28

Other Services

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

Subtotal for Job #3: 188.75

Parts Total: 945.89
Labour Total: 481.00
Sublet Total: 0.00
Extras Total: 162.86
WORK ORDER TOTAL: 1,589.75

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: 15 Sep 2021

W/O: 64671
Promised Date: 25 SEP 21



Customer #: 3566
CALVERT, MICHAEL



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	684065
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2SBHB8MS040890
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	220 / 220
Labor rate:	\$130.00	ITEM #	SBT1943RB
OWNER INFORMATION		DEALER RO #	64671
MICHAEL CALVERT		CLAIM START DATE	07/14/2021
1090 ST RT 147		CLAIM END DATE	01/01/1900
Slaughters, KY 42456			
USA			
Retail Date of Purchase	02/27/2021	WARRANTY EXPIRATION DATE	02/27/2022

Claim Line Details

Labor				
Line# 1	Operation Code	Operational Description		
	70-469-01-11-003315	Furrion Refrigerator - Appliances/Refrigerator (		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-07-14 13:47:25 :: FRIDGE DOES NOT WORK AT ON COMPRESSOR NEED TO REPLACE THE FRIDGE			
	Model #	FCR10DCGTA-BL	Dlr Sub Hrs	1.00
	Serial #	2011900919-112020-00009	Appr Hrs	1.50
	Notes			
	7-16-2021 informartion sent to vendor for their review and consideration			
	OK LET US KNOW AS SOON AS YOU DO SO I KNOW TO ORDER IT			
	per Furrion's instructions replace the inline fuse/holder - they have instruction on how to change and I t			
	aut5horized 0.70 for repair			
	ref vendor case # 209632 = it was first authorized 0.7 to R&R in-line fuse holder; then was authorized (			
	when the authorization came to replace refer; vcb			

Labor				
Line# 2	Operation Code	Operational Description		
	10-11-01-00-000205	Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Replace/ No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-07-14 13:49:06 :: WHEN THE SLIDE ROOM IS IN.. NEAR THE BACK YOU CAN SEE LIGHT AT THE BOTTOM CORNER interior slide out seal is ripped at the bottom. needs replaced. all other seals are good NEED TO REPLACE THE SEALS THAT ARE DAMAGED			
	Model #	Dlr Sub Hrs	1.20	Sub Labor Amt \$156.00
	Serial #	Appr Hrs	1.20	Appr Labor Amt \$156.00
	Notes			
	need photos showing the entire seal PICS ARE UPDATED THANK YOU R&Rslide room seals			

Submitted	Labor Amt	\$286.00	Approved	Labor Amt	\$351.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$286.00		Total	\$351.00

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.