



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64672
Promised Date: 23 JUL 21

CUSTOMER WORK ORDER

WO #: 64672

Customer: 48063 - MELVIN, MICHAEL D

- 812-459-0568

Tag:

Author: B.HOFFMAN

Location: BAS

Stock #: 10979

Stock Desc: 2021 TT COACHMEN

FREEDOM EXPRESS 252RBS

Chassis #: 5ZT2FEPB3MW019512

Serial #: 5ZT2FEPB3MW019512

Mileage: 0

Licence:

Invoice #: 364529

Date In: 10 JUL 21

Promised: 23 JUL 21

Date Sched:

Completed: 30 JUN 21

Warr. Date: 17 JUN 21

Job #1 - Warranty

COMPLAINT: TOILET LEAKS AT THE INLET CUSTOMER TIGHTENED IT UP BUT STILL LEAKS

CAUSE: toilet leaking per customer. could not get toilet to leak. pulled inlet to check gasket for damage. gasket was uneven on one side.

CORRECTION: replaced gasket on the inlet going into the toilet

Labor

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

Subtotal for Job #1: 26.00

Job #2 - Warranty

COMPLAINT: NEAR THE FURANCE WATER IS COMING OUT CUSTOMER THINKS IT IS COMING FROM KITCHEN SINK

CAUSE: pulled panel leading to furnace, water heater and kitchen sink. checked all drain lines and water lines in those areas. ran water through kitchen faucet and noticed a small leak through the hot water line at the fitting. need to replace the gasket inside fitting.

CORRECTION: replaced gasket inside fitting on both the hot and cold water lines. lines for faucet are no longer leaking

Labor

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

Parts

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL	2.00	0.24	0.48

Subtotal for Job #2: 52.48

Job #3 - Warranty

COMPLAINT: ALL THE CABINETS NEED TO BE TIGHTENED UP /// THE DINETTE AND IN THE BED ROOM THE TOP 3

CAUSE: CABINET DOORS ARE LOOSE. NEEDS TO BE TIGHTENED UP

CORRECTION: TIGHTENED UP ALL DOORS AND ADJUSTED HINGES AS MUCH AS I COULD.

Labor

Code	Description	Mechanic	Total
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Customer #: 48063
MELVIN, MICHAEL D

Z990 MISC LABOUR CODE (EXTERNAL) ZMS 65.00

Subtotal for Job #3: 65.00

Job #4 - Warranty

COMPLAINT: THE BOTTOM DRAWER IN THE BED ROOM ON THE OFF DOOR SIDE IS NOT CENTER AND THE KITCHEN DRAWER ALSO

CAUSE: DRAWER IN BEDROOM WAS OFF CENTER UNDER THE BED

CORRECTION: PULLED OUT DRAWER AND MOVED DRAWER SLIDEROVER TO HELP PULL DRAWER INWARD

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

Subtotal for Job #4: 39.00

Job #5 - Warranty

COMPLAINT: WATER IS GETTING THREW THE MOLDING WHERE THE SEAMS MEET ON THE DOOR SIDE AND WATER KEEPS FILLING UP AND RUNNING DOWN THE AWNING INSTEAD OF THE GUTTER

CAUSE: PER CUSTOMER THE AWNING TRACK IS LEAKING AND GUTTER IS NOT WORKING. "WATER IS ROLLING OVER AWNING". SEAM HAD A BIG GLOB OF SEALANT IN GUTTER ON TOP.

CORRECTION: REMOVED SEALANT FROM TOP OF GUTTER AND APPLIED SEALANT TO BOTTOM OF THE SEAM SO WATER CAN FLOW.

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

Subtotal for Job #5: 65.00

Job #8 - Warranty

COMPLAINT: UNDER THE SHOWER IT IS SUPER SOFT (CUSTOMER THINKS HE MIGHT CRACK THE PAN)

CAUSE: BOTTOM OF SHOWER WAS SOFT AROUND THE DRAIN. NEED TO ADD BRACING TO SUPPORT.

CORRECTION: TOOK 1X4 AND 2X4 AND MADE SUPPORTS FOR UNDER THE SHOWER. SECURED WITH BRAD NAILS AND SEALANT TO HOLD IN PLACE

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	15.60
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	49.40

Subtotal for Job #8: 65.00

Job #9 - Internal

INSTALL VELCRO ON THE DINNETE FOR THE CUSHIONS

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

Subtotal for Job #9: 0.00

Job #10 - External

INSTALL THIN SHADE FOR CUSTOMER

W/O: 64672
Promised Date: 23 JUL 21



Customer #: 48063
MELVIN, MICHAEL D





Labor		Mechanic		Total
Code	Description	ZMS		N/C
Z990	MISC LABOUR CODE (EXTERNAL)			
Parts		Qty	Price	Total
Part #	Description		N/C	N/C
786037	Thin Shade_ Ready RV Window Shade for Prepped LCI Entry Doors	1.00		
Other Services		Qty	Price	Total
Code	Description		N/C	N/C
SS	SHOP SUPPLIES	1.00		
Subtotal for Job #10:				0.00

Job #11 - Internal

CHECK ALL WATER FITTING TO MAKE SURE NONE LEAK

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #11:			0.00

Parts Total: 0.48
 Labour Total: 312.00
 Sublet Total: 0.00
 Extras Total: 0.00

WORK ORDER TOTAL: 312.48

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: 10 Jul 2021

Customer Signature : _____



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	659690
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEPB3MW019512
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
		ITEM #	FET252RBS-320
Labor rate:	\$130.00	DEALER RO #	64540
OWNER INFORMATION		CLAIM START DATE	06/25/2021
MICHAEL MELVIN		CLAIM END DATE	01/01/1900
2219 CHAMPIONSHIP DR			
Evansville, IN 47725			
USA			
Retail Date of Purchase	06/17/2021	WARRANTY EXPIRATION DATE	06/17/2022

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	60-136-01-00-001501	Crimp, each - Plumbing/Fresh Water Supply/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:34:06 :: TOILET LEAKS AT THE INLET CUSTOMER TIGHTENED IT UP BUT STILL LEAKS toilet leaking per customer. pulled inlet to check gasket for damage. gasket was uneven on one side. replaced gasket on the inlet going into the toilet			
	Model #	Dlr Sub Hrs	Sub Labor Amt	\$52.00
	Serial #	Appr Hrs	Appr Labor Amt	\$26.00

Notes

EXCESSIVE TIME - TIME ADJUSTED

Labor

Line# 2	Operation Code	Operational Description		
	60-136-01-00-001501	Crimp, each - Plumbing/Fresh Water Supply/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:36:02 :: NEAR THE FURANCE WATER IS COMING OUT CUSTOMER THINKS IT IS COMING FROM KITCHEN SINK pulled panel leading to furnace, water heater and kitchen sink. checked all drain lines and water lines in those areas. ran water through kitchen faucet and noticed a small leak through the hot water line at the fitting. need to replace the gasket inside fitting. replaced gasket inside fitting on both the hot and cold water lines. lines for faucet are no longer leaking			
	Model #	Dlr Sub Hrs	Sub Labor Amt	\$52.00
	Serial #	Appr Hrs	Appr Labor Amt	\$52.00

Notes

PHOTO OF THE LINE LEAKING PLEASE
PHOTO IS UPLOADED
r&r 2 CONE WASHER SEALS in fittings

Labor

Line# 3	Operation Code	Operational Description		
	30-100-02-00-003062	Cabinet Door Hinge or Latch, each (pictures) - Interior/Cabinetry/Adjust/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:37:22 :: ALL THE CABINETS NEED TO BE TIGHTENED UP /// THE DINETTE AND IN THE BED ROOM THE TOP 3 CABINET DOORS ARE LOOSE. NEEDS TO BE TIGHTENED UP TIGHTENED UP ALL DOORS AND ADJUSTED HINGES AS MUCH AS I COULD.			
	Model #	Dlr Sub Hrs	Sub Labor Amt	\$65.00

Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00
Notes				

Labor
Line# 4

Operation Code 30-100-02-00-003062	Operational Description Cabinet Door Hinge or Latch, each (pictures) - Interior/Cabinetry/Adjust/ No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:41:10 :: THE BOTH BOTTOM DRAWER IN THE BED ROOM ON THE OFF IS NOT CENTER THE DRAWERS IN BEDROOM WAS OFF CENTER UNDER THE BED PULLED OUT DRAWER AND MOVED DRAWER SLIDEROVER TO HELP PULL DRAWER INWARD

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

Notes

Labor
Line# 5

Operation Code 20-76-19-00-000784	Operational Description Awning Rail - Exterior/Awnings (A & E)/Reseal/No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:43:46 :: WATER IS GETTING THREW THE MOLDING WHERE THE SEAMS MEET ON THE DOOR SIDE AND WATER KEEPS FILLING UP AND RUNNING DOWN THE AWNING INSTEAD OF THE GUTTER PER CUSTOMER THE AWNING TRACK IS LEAKING AND GUTTER IS NOT WORKING. "WATER IS ROLLING OVER AWNING". SEAM HAD A BIG GLOB OF SEALANT IN GUTTER ON TOP. REMOVED SEALAMT FROM TOP OF GUTTER AND APPLIED SEALANT TO BOTTOM OF THE SEAM SO WATER CAN FLOW.

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

Notes

Labor
Line# 6

Operation Code 30-100-01-00-001037	Operational Description Cabinet Door or Drawer Handle - Interior/Cabinetry/Replace/No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:45:23 :: THE DRAWER UNDER THE KITCHEN SINK PANEL IS COMING OFF SEE BEN TOOK PICS OF THE DRAWER. NEED TO ORDER A NEW DRAWER FACE OR ENTIRE DRAWER. REPLACE THE DRAWER

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

Notes

VCB

Labor
Line# 7

Operation Code 60-140-01-00-001565	Operational Description Lav Faucet - Plumbing/Lavatory Sink/Replace/No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:47:28 :: THE HOT WATER HANDLE ON THE BATHROOM SINK COMES OFF NEED TO ORDER A NEW FAUCET. HOT WATER HANDLE IS BROKEN NEED TO REPLACE THE FAUCET

Model #	Dlr Sub Hrs	0.70	Sub Labor Amt	\$91.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

EXCESSIVE TIME - TIME ADJUSTED

VCB

Labor
Line# 8

Operation Code 60-141-24-00-001593	Operational Description Tub Pan - Plumbing/Shower, Tub Surround/Repair/No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-25 09:49:13 :: UNDER THE SHOWER IT IS SUPER SOFT (CUSTOMER THINKS HE MIGHT CRACK THE PAN) BOTTOM OF SHOWER WAS SOFT AROUND THE DRAIN. NEED TO ADD BRACING TO SUPPORT. TOOK 1X4 AND 2X4 AND MADE SUPPORTS FOR UNDER THE SHOWER. SECURED WITH BRAD NAILS AND SEALANT TO HOLD IN PLACE

Model #	Dlr Sub Hrs	1.20	Sub Labor Amt	\$156.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

EXCESSIVE TIME - TIME ADJUSTED

Submitted

Labor Amt	\$559.00
Parts & Freight	\$0.00
Total	\$559.00

Approved

Labor Amt	\$416.00
Parts & Freight	\$0.00
Total	\$416.00

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.