



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64716
Promised Date: 17 JUL 21

CUSTOMER WORK ORDER

WO #: 64716

Customer: 3740 - BROCK, ANDREW -
618-383-1983

Tag:
Author: BH
Location: BAS

Stock #: 10997
Stock Desc: 2021 TT COACHMEN
SPIRIT 1943RB
Chassis #: 5ZT2SBHB5MS041639
Serial #: 5ZT2SBHB5MS041639
Mileage: 0
Licence:

Invoice #:
Date In: 13 JUL 21
Promised: 17 JUL 21
Date Sched:
Completed: 13 JUL 21
Warr. Date: 15 MAY 21

Job #1 - Warranty

COMPLAINT: A/C KINDA WORKS IT SAYS 69 DEGS ON THE THERMO BUT ITS NOT. IT WILL NOT COOL THE CAMPER DOWN. CUSTOMER HAS TO KEEP MAIN AIR DUMP OPEN BECAUSE THERE IS NOT MUCH FLOW WHEN RUNNING AI THROUGH THE DUCTS. CUSTOMER HAS TO SET T-STAT TO 65 TO GET TEH UNIT TO 72, BUT THEN THE AIR STARTS CYCLING AND THE COACH WARMS UP. CUSTOMER HAD FAN SETTING ON AUTH WHEN THIS HAPPENED.

CAUSE: AC AIR BOX AIR DIVIDER WAS MOT SEALD UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING IN TO ADIC

CORRECTION: AC AIR BOX AIR DIVIDER WAS MOT SEALD UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING IN TO ADIC
RESEAL AIR BOX, AND RESEAL ALL VENTS IN UNIT USED FOIL DUCT TAPE,

Labor

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

Subtotal for Job #1: 130.00

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WATER HEATER WILL WORK ON LP, BUT IT WILL NOT WORK ON ELECTRICITY.

CORRECTION: TEST WATER HEATER, OPEN ACESS PANELS FOR WATER HEATER AND PUMP, CHECK RECEPICAL OUTLET 120 vac PLUG IN WATER HEATER AND PULL COVER TO ELETRIC ELEMENT CHECK 120 vac AND 11 AMP DRAW, AT ELEMENT, NOT PUGED IN ALL THE WAY

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #3: 39.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE TOP DRAWER FACE THAT IS BELOW THE KITCHEN SINK IS NOT FITTING PROPERLY.

CAUSE: RAILS MOUNTED WITH SMALL CABNET SCREWS THAT WAS OVER TIGHTEN AND



Customer #: 3740
BROCK, ANDREW



STRIPED OUT HOLES ALL 3 DRAWS SCREW ARE LOOSE

CORRECTION: RAILS MOUNTED WITH SMALL CABINET SCREWS THAT WAS OVER TIGHTEN AND STRIPED OUT HOLES, REPLACE SCREWS WITH NEXT SIZE UP AND ADJUST RAILS FOR CLOSEING DRAWS

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00
Subtotal for Job #4:			39.00

Job #5 - Warranty

COMPLAINT: RECALL 21 V350

CAUSE: RECALL 21 V350

CORRECTION: INSPECT DISCONET SWITCH WIRES AND FOUND BREAKAWY IS WIRED TO BATTERY SIDE OF SWITCH HAS 12vdc ALL THE TIME

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00
Subtotal for Job #5:			65.00

Parts Total:	0.00
Labour Total:	273.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	273.00

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: 13 Jul 2021

Customer Signature : _____

W/O: 64716
Promised Date: 17 JUL 21



Customer #: 3740
BROCK, ANDREW



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	663915
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2SBHB5MS041639
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	220 / 220
		ITEM #	SBT1943RB
Labor rate:	\$130.00	DEALER RO #	64569
OWNER INFORMATION		CLAIM START DATE	06/29/2021
ANDREW BROCK		CLAIM END DATE	01/01/1900
807 W SOUTH ST			
Grayville, IL 62844			
USA			
Retail Date of Purchase	05/15/2021	WARRANTY EXPIRATION DATE	05/15/2022

Claim Line Details

Labor

Line# 1	Operation Code 70-159-24-00-001901	Operational Description AC Duct - Appliances/Roof AC (Dometic, Duo-Therm)/Repair/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-06-29 10:59:10 :: THE A/C KINDA WORKS IT SAYS 69 DEGREES ON THE THERMO BUT ITS NOT. IT WILL NOT COOL THE CAMPER DOWN. THE CUSTOMER HAS TO KEEP THE MAIN AIR DUMP OPEN BECAUSE THERE IS NOT MUCH FLOW WHEN RUNNING AIR THROUGH THE DUCTS. THE CUSTOMER HAS TO SET T-STAT TO 65 TO GET TEH UNIT TO 72, BUT THEN THE AIR STARTS CYCLING AND THE COACH WARMS UP. THE CUSTOMER HAD A FAN SETTING ON AUTO WHEN THIS HAPPENED. AC AIRBOX AIR DIVIDER WAS MOT SEALED UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING INTO ATTIC AC AIRBOX AIR DIVIDER WAS MOT SEALED UP AIR FROM OUT WAS PASSING THROUGH TO AIR IN, AIR VENTS ARE NOT TAPED RIGHT, AIR IS BLOCKED ON VENTS AND GOING IN TO ATTIC RESEAL AIR BOX, AND RESEAL ALL VENTS IN UNIT USED FOIL DUCT TAPE,		
	Model #	Dlr Sub Hrs 4.00	Sub Labor Amt \$520.00
	Serial #	Appr Hrs 1.00	Appr Labor Amt \$130.00

Notes

redo aluminum tape at air divider in a/c; retape all vents in ducts

Labor

Line# 2	Operation Code 70-469-01-11-003315	Operational Description Furrion Refrigerator - Appliances/Refrigerator (Furrion)/Replace/Electrical	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:02:13 :: FRIDGE 12VOLT IS NOT COOLING. CUSTOMER STATES THAT THE FREEZER GOT TO AROUND 10 DEGREES, BUT THE REFRIGERATO ONLY GOT DOWN TO 60 DEGREES. EVENTUALLY, THE FREZZER STOPPED GETTING COLD AS WELL. CUSTOMER CAN HEAR SOMETHING RUNNING IN THE REFRIGERATOR, BUT IT IS NOT COOLING. REMOVE MOUNTING SCREWS FROM REFER AND SLIDE TO GET TOO SCREWS ON BACK PANEL, REMOVE PANL AND INSPECT REFER, FOUND WHITE DICOLERRATION ON COMPERSSE AND LINES, HAVE 13.6 vdc POWER WITH 2 AMP DRAW NEED TO REPLACE THE FRIDGE ASAP		
	Model # FCR10DCGTA	Dlr Sub Hrs 2.00	Sub Labor Amt \$260.00
	Serial # NA	Appr Hrs 0.80	Appr Labor Amt \$104.00

Notes

6-30-2021 information sent to vendor for their review and consideration
PLEASE GIVE A UPDATE ON THIS ASAP PLEASE CUSOTMER CAME IN TODAY 07-03 ASKING ABOUT IT

7-6-2021 sent e-mail to bhoffman@americanrvcenter.com with attachment that vendor needs completed from the checklist so they can review
 WE HAVE FILLED IT OUT AND SENT IT BACK TO YOU
 R&R refer per Furrion authorization case 206514; authorization for 0.80 labor and cost of refer; dealer will need to order refer; authorization has been put in unit file

**Labor
Line# 3**

Operation Code 40-197-24-11-001324
Operational Description 110 Volt Exterior Wiring - Electrical/110 Volt Exterior/Repair/Electrical
Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:04:43 :: CUSTOMER STATES THAT THE WATER HEATER WILL WORK ON LP, BUT IT WILL NOT WORK ON ELECTRICITY. TEST WATER HEATER, OPEN ACCESS PANELS FOR WATER HEATER AND PUMP, CHECK RECEPTICAL OUTLET 120 vac PLUG IN WATER HEATER AND PULL COVER TO ELECTRIC ELEMENT CHECK 120 vac AND 11 AMP DRAW, AT ELEMENT, NOT PUGED IN ALL THE WAY

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

Notes
 R&RI access panels; check wiring; plug water heater in

**Labor
Line# 4**

Operation Code 30-100-02-00-001044
Operational Description Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:05:51 :: CUSTOMER STATES THAT THE TOP DRAWER FACE THAT IS BELOW THE KITCHEN SINK IS NOT FITTING PROPERLY. RAILS MOUNTED WITH SMALL CABINET SCREWS THAT WAS OVER TIGHTEN AND STRIPED OUT HOLES ALL 3 DRAWS SCREW ARE LOOSE RAILS MOUNTED WITH SMALL CABINET SCREWS THAT WAS OVER TIGHTEN AND STRIPED OUT HOLES, REPLACE SCREWS WITH NEXT SIZE UP AND ADJUST RAILS FOR CLOSEING DRAWS

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

Notes
 re-secure drawer guides

**Labor
Line# 5**

Operation Code RC-003-22-00-004058
Operational Description 21V350, 2021-284 - Break-Away Switch Wiring - Recall/Electrical/Rewire/No Tread Code
Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:08:22 :: RECALL 21 V350 INSPECT DISCONNECT SWITCH WIRES AND FOUND BRAKEAWAY IS WIRED TO BATTERY SIDE OF SWITCH HAS 12vdc ALL THE TIME

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

Notes
 perform recall 21V350

Submitted	Labor Amt	\$936.00	Approved	Labor Amt	\$377.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$936.00		Total	\$377.00

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.