



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64748
Promised Date: 20 JUL 21

CUSTOMER WORK ORDER

WO #: 64748

Customer: 51668 - RALEY, VIRGINIA R. - Stock #: 11021

270-313-6863

Tag:

Author: BH

Location: 0826 WARRANTY IS AUTH.

CLOSE W/O

Stock Desc: 2021 TT FOREST RIVER

CHEROKEE 274BRB

Chassis #: 4X4TCKC21MX153815

Serial #: 4X4TCKC21MX153815

Mileage:

Licence:

Invoice #:

Date In: 16 JUL 21

Promised: 20 JUL 21

Date Sched:

Completed: 31 AUG 21

Warr. Date: 20 JUL 21

Job #PDINTT - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

PDI - NEW TRAVEL TRAILER

CAUSE: PDI

CORRECTION: FILL LP TANKS, CITY WATER AND BLACK TANK FLUSHER MISSING FILTER WASHERS, GET FROM PARTS AND INSTALL, CHECK LIGHTS, BRAKES, BREAKAWY, LUG NUTS ROOF, LP DROP TEST, CHECK AC, FURNACE, WATER HEATER, MICROWAVE, 2 REFERS, FILL AND DRAIN WATER SYSTEMS, RADIO

Labor

Code	Description	Mechanic	Total
Z991	MISC LABOUR CODE (INTERNAL)	JP	N/C
Z991	MISC LABOUR CODE (INTERNAL)	JP	N/C
Z991	MISC LABOUR CODE (INTERNAL)	JP	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C
LPGI	LP - UNIT SALES	0.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #FPDINTT - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

FINAL PDI ON NEW TRAVEL TRAILERS

CAUSE: FPD

CORRECTION: CHECK LIGHTS, BRAKES, BREAKAWY, LUG NUTS ROOF, LP DROP TEST, CHECK AC, FURNACE, WATER HEATER, MICROWAVE, 2 REFERS, FILL AND DRAIN WATER SYSTEMS,

Labor

Code	Description	Mechanic	Total
PDINTT	PDI - NEW TRAVEL TRAILER	JP	N/C
PDINTT	PDI - NEW TRAVEL TRAILER	JP	N/C

Subtotal for Job #FPDINTT: 0.00

Job #1 - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00



Customer #: 51668
RALEY, VIRGINIA R.

INSTALL SHOCKS UNDER BED.

CORRECTION: CUT 2X2s OUT OF SCRAP 2X4s AND CUT TO FIT IN BED FRAM TO HAVE SOMETHING TO FASEN SHOCK MOUTS TO, INSTALL MOUNTS AND SHOCKS, ONE SHOCK HAS FORCE TO BEND THE HINGES, GET PINO HING AND CUT TO REPLACE HIGES ON BED,

Labor		Mechanic	Total
Code	Description		
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C
Subtotal for Job #1:			0.00

Job #2 - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

SWAP TV FROM TRADE

CORRECTION: 2 TV TO SWAP, AND CUSTOMER WANTS TO MOVE IN AND OUT OF UNIT, ONLY HAVE 1 COMPLET TV MOUT 2ND MOUT ON ODER. SENT BRKT TO CUSTOMER IN MAIL.

Labor				
Code	Description		Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		JP	N/C
Z990	MISC LABOUR CODE (EXTERNAL)		JP	N/C
Other Services				
Code	Description	Qty	Price	Total
FRT	UPS- TV BRACKET	0.00	N/C	N/C
FRT	UPS TO CUSTOMER	0.00	N/C	N/C
Subtotal for Job #2:				0.00

Job #SWAP - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

SWAP CUSTOMER'S HITCHWORK

CAUSE: SWAP HITCH FROM TRADE IN

CORRECTION: INSTALLED HITCH BRACKETS AND HITCH HEAD. ADJUSTED AS NEEDED

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

Job #3 - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

INSTALL LP TANK GAUGES FROM TRADE.

CAUSE: CUSTOMER WAS TALKING ABOUT THE "AUTOMATIC LP REGULATOR". NEW UNIT ALREADY HAS THIS INSTALLED.

Labor		Mechanic	Total
Code	Description		
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #3:			0.00

Job #4 - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21

Estimate amount was 0.00

swap furance SCREEN from trade



CORRECTION: NEW DOMETIC WATER HEATER HAS NO BUG SCREEN MADE YET, PARTS STORE IS OUT OF SUBBERBON SCREWS

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: THE PANTRY DOOR DOES NOT LATCH.

CORRECTION: REMOVE LATCH PLATE MARK FOR LATCH, CUT OUT WOOD AND RESET LATCH LOWER TEST

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00
Subtotal for Job #5:			39.00

Job #6 - Warranty

COMPLAINT: THE A/C DIVIDER HAS EXCESSIVE GAPPING WHICH IS CAUSING A/C UNIT TO DRAW AIR AND FREEZE UP.

CORRECTION: TAKE DOWN PULLEN AND FIT DIVIDER IN MARK IT OFF AND CUT TOO FIT, INSTALL DIVIDER AND PULLEN,

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	52.00
Subtotal for Job #6:			52.00

Job #WALK - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21
Estimate amount was 180.00
WALK THRU

CORRECTION: TRAINING BRANDON ON WALK THRU AND ESTTING EVERYTHING UP AND GOING THRU IT.

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

Job #7 - Internal

COMPLAINT: Transferred to BAS*64958 on 06 AUG 21
Estimate amount was 0.00
SWAP CAMERA FROM TRADE

CAUSE: SWAP CAMRA FROM TRADE

CORRECTION: REMOVED BOTH CAMERAS AND SWAPPED TRADE TPO REW TRAILER AND PUT ONE FROM NEW TRAILER ON TRADEIN CAMPER

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

W/O: 64748
Promised Date: 20 JUL 21



Customer #: 51668
RALEY, VIRGINIA R.



W/O: 64748
Promised Date: 20 JUL 21

Subtotal for Job #7: 0.00

Parts Total: 0.00
Labour Total: 91.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 91.00

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: 02 Sep 2021

Customer Signature : _____



Customer #: 51668
RALEY, VIRGINIA R.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 710956 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 4X4TCKC21MX153815 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 017 / 017A ITEM # ACKT274BRB DEALER RO # 64748 CLAIM START DATE 08/04/2021 CLAIM END DATE 01/01/1900
Labor rate: \$130.00 OWNER INFORMATION VIRGINIA R RALEY 1509 TRINITY DR Owensboro, KY 42303 USA	
Retail Date of Purchase 07/20/2021	WARRANTY EXPIRATION DATE 07/20/2022

Claim Line Details

Labor					
Line# 1	Operation Code 20-66-02-17-000672 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-08-04 11:38:16 :: THE PANTRY DOOR DOES NOT LATCH. INSTALLED TOO HIGH REMOVE LATCH PLATE MARK FOR LATCH, CUT OUT WOOD AND RESET LATCH LOWER TEST	Operational Description Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch			
	Model # Serial #	Dlr Sub Hrs Appr Hrs	0.30 0.30	Sub Labor Amt Appr Labor Amt	\$39.00 \$39.00
	Notes thank you				
Labor					
Line# 2	Operation Code 70-159-24-00-001901 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-08-04 11:39:24 :: THE A/C DIVIDER HAS EXCESSIVE GAPPING WHICH IS CAUSING A/C UNIT TO DRAW AIR AND FREEZE UP. TAKE DOWN PULLEN AND FIT DIVIDER IN MARK IT OFF AND CUT TOO FIT, INSTALL DIVIDER AND PULLEN,	Operational Description AC Duct - Appliances/Roof AC (Dometic, Duo-Therm)/Repair/No Tread Code			
	Model # Serial #	Dlr Sub Hrs Appr Hrs	0.40 0.40	Sub Labor Amt Appr Labor Amt	\$52.00 \$52.00
	Notes thank you				

Submitted	Labor Amt	\$91.00		Approved	Labor Amt	\$91.00
	Parts & Freight	\$0.00			Parts & Freight	\$0.00
	Total	\$91.00			Total	\$91.00

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.