



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64764
Promised Date: 31 JUL 21

CUSTOMER WORK ORDER

WO #: 64764
Customer: 51679 - KNEPP, STEVEN -
812-709-2252
Tag:
Author: BJW
Location: 0721 WARRANTY IS
AUTHORIZED. CLOSE W/O

Stock #: 10928
Stock Desc: 2022 TT COACHMEN
CATALINA 323BHDSCKLE
Chassis #: 5ZT2CAXB4NX023260
Serial #: 5ZT2CAXB4NX023260
Mileage: 0
Licence:

Invoice #:
Date In: 19 JUL 21
Promised: 31 JUL 21
Date Sched:
Completed: 31 JUL 21
Warr. Date: 27 JUL 21

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CORRECTION: PDI DONE.

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

Parts Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C

Other Services Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	8.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #1 - Warranty

COMPLAINT: FRESH TANK LINE HAS A KINK IN IT THE ONE THAT GOES TO THE PUMP

CORRECTION: CUT UNDERBELLY IN TWO PLACES AND FOUND WATER LINE KINKED UNDER FRESH TANK.

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

Subtotal for Job #1: 52.00

Job #2 - Warranty

COMPLAINT: FRONT DOOR LATCH IS NOT ON THE FRAME

CORRECTION: MOVED LATCH SO IT WOULD LATCH INTO PLACE.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	13.00



Customer #: 51679
KNEPP, STEVEN



Subtotal for Job #2: 13.00

Job #3 - Warranty

COMPLAINT: REAR ENTRY DOOR HARD TO OPEN

CORRECTION: TIGHTENED SCREWS ON LATCH HOLDER THEY WERE LOOSE AND HITTING DOOR.

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

Subtotal for Job #3: 26.00

Job #4 - Internal

COMPLAINT: SEALER ALL OVER SHOWER SURROUND

CORRECTION: COULD NOT FIND SEALER ON SHOWER SURROUND.

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

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: THE REAR BUNK WHEN LIFTING DOES NOT HOLD THE LATCH NEEDS TO BE MOVED

CORRECTION: MOVED LATCH.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	13.00

Subtotal for Job #5: 13.00

Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CORRECTION: FINAL PDI DONE.

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

Parts Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C
5516	A10-3050FHVP 30M-5	1.00	N/C	N/C

Subtotal for Job #FPDINTT: 0.00

Job #SWAP - Internal

SWAP CUSTOMER'S HITCHWORK

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

Parts Part #	Description	Qty	Price	Total
14-2932	90-02-4400 9"DROP/13"RISE ADJ SHANK	1.00	N/C	N/C

W/O: 64764
Promised Date: 31 JUL 21



Customer #: 51679
KNEPP, STEVEN



Subtotal for Job #SWAP: 0.00

Job #6 - Warranty

COMPLAINT: BUNK BED LADDED MOUNTED UPSIDE DOWN

CORRECTION: REMOVED TWO LADDER MOUNTS AND TURNED THEM AROUND.

Labor

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

Subtotal for Job #6: 39.00

Job #WALK - Internal

WALK THRU

Estimated Amount: 180.00

Labor

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

Subtotal for Job #WALK: 0.00

Parts Total: 0.00
 Labour Total: 143.00
 Sublet Total: 0.00
 Extras Total: 0.00

WORK ORDER TOTAL: 143.00

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: 04 Aug 2021

Customer Signature : _____

W/O: 64764
Promised Date: 31 JUL 21



Customer #: 51679
KNEPP, STEVEN



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	706650
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAXB4NX023260
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	205 / 205
		ITEM #	ACAT323BHDSCKLE
Labor rate:	\$130.00	DEALER RO #	64764
OWNER INFORMATION		CLAIM START DATE	07/31/2021
STEVEN KNEPP		CLAIM END DATE	01/01/1900
7501 E 550 N			
Montgomery, IN 47558			
USA			
Retail Date of Purchase	07/28/2021	WARRANTY EXPIRATION DATE	07/28/2022

Claim Line Details

Labor Line# 1

Operation Code	Operational Description		
60-136-15-00-001499	Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-07-31 11:15:13 :: FRESH TANK LINE HAS A KINK IN IT THE ONE THAT GOES TO THE PUMP CUT UNDERBELLY IN TWO PLACES AND FOUND WATER LINE KINKED UNDER FRESH TANK.			
Model #	Dlr Sub Hrs	0.40	Sub Labor Amt \$52.00
Serial #	Appr Hrs	0.40	Appr Labor Amt \$52.00

Notes

Labor Line# 2

Operation Code	Operational Description		
70-469-02-00-004029	Door Latch or Catch - Appliances/Refrigerator (Furrion)/Adjust/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-07-31 11:15:56 :: FRONT DOOR LATCH IS NOT ON THE FRAME MOVED LATCH SO IT WOULD LATCH INTO PLACE.			
Model # NA	Dlr Sub Hrs	0.20	Sub Labor Amt \$26.00
Serial # NA	Appr Hrs	0.10	Appr Labor Amt \$13.00

Notes

Labor Line# 3

Operation Code	Operational Description		
70-469-02-00-004029	Door Latch or Catch - Appliances/Refrigerator (Furrion)/Adjust/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-07-31 11:17:00 :: REAR ENTRY DOOR HARD TO OPEN TIGHTENED SCREWS ON LATCH HOLDER THEY WERE LOOSE AND HITTING DOOR.			
Model # NA	Dlr Sub Hrs	0.20	Sub Labor Amt \$26.00
Serial # NA	Appr Hrs	0.20	Appr Labor Amt \$26.00

Notes

Labor

Line# 4 **Operation Code** **Operational Description**
 30-100-02-00-003062 Cabinet Door Hinge or Latch, each - Interior/Cabinetry/Adjust/No Tread Code

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-07-31 11:25:10 :: THE REAR BUNK WHEN LIFTING DOES NOT HOLD THE LATCH NEEDS TO BE MOVED MOVED LATCH.

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes
 excessive time requested.....

Labor Line# 5 **Operation Code** **Operational Description**
 20-59-24-16-000617 Roof Rack or Ladder, each - Exterior/Ladder, Roof Rack/Repair/Structure

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-07-31 11:27:57 :: BUNK BED LADDED MOUNTED UPSIDE DOWN REMOVED TWO LADDER MOUNTS AND TURNED THEM AROUND.

Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes
 excessive time requested.....

Submitted	Labor Amt	\$195.00	Approved	Labor Amt	\$143.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$195.00		Total	\$143.00

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.