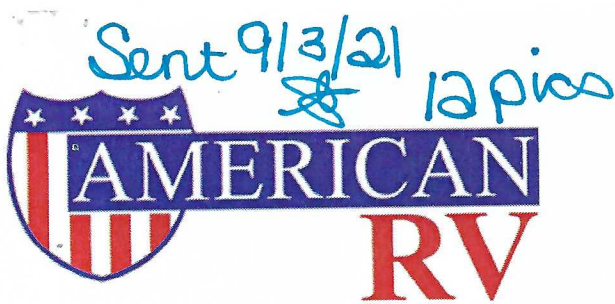




600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64952
Promised Date: 25 SEP 21

CUSTOMER WORK ORDER

WO #: 64952

Customer: 50048 - PEAY, CLINT A. -
812-686-8175

Tag:

Author: BH

Location: 0913 SEE IF PARTS ARE
HERE YET

Stock #: 10648

Stock Desc: 2021 TT COACHMEN

CATALINA 243RBSLE

Chassis #: 5ZT2CANB3MU038951

Serial #: 5ZT2CANB3MU038951

Mileage: 0

Licence:

Invoice #:

Date In: 06 AUG 21

Promised: 25 SEP 21

Date Sched:

Completed: 02 SEP 21

Warr. Date: 26 APR 21

Job #3 - Warranty

COMPLAINT: BED ROOM DOOR SCRATCH ON THE LIVING ROOM SIDE OF THE DOOR SMALL
ROUND SPOT

REF 64587 ALSO THE DOOR KEEPS OPENING WHEN TRAVEING AND IT IS HITTING THE STAIRS

CAUSE: took

pictures will need new door

REF 64587

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00

Parts

Part #	Description	Qty	Price	Total
F100036016	DOOR, BATH 1-3/8X2	1.00	42.75	42.75

Other Services

Code	Description	Qty	Price	Total
FRT	CRATE FEE - DOOR	1.00	35.00	35.00
FRT	FREIGHT - DOOR	1.00	66.55	66.55

Subtotal for Job #3: 209.30

Job #1 - Warranty

COMPLAINT: WATER IS STILL GETTING IN THUR THE SLIDE ROOM AND STILL BOWING

CORRECTION: FOUND THAT THE OUTER TOP PLASTIC COVERS HAD NO SEALER BEHIND THEM I
SEALED AND REINSTALLED THEM AND RAN WATER ON SLIDE ROOM FOR SEVERAL HOURS TO
CHECK AND SEEN NO LEAKS.. I THEN INSTALLED NEW INSULATION IN THE CEILING AND
REINSTALLED THE PANEL AND TRIM.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	46.80
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	18.20
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	39.00

Subtotal for Job #1: 104.00

Job #2 - Warranty

COMPLAINT: THERE ARE MORE STAPLES COMING OUT OF THE
FLOOR IN FRONT ON THE TV STAND THERE IS



Customer #: 50048
PEAY, CLINT A.

ids
9/3/21
482.30

ABOUT 5 OF THEM

CORRECTION: CUT BACK LINOLEUM AND REMOVED MORE STAPLES THAT HAD BEEN GROUND ON FROM THE FACTORY I THEN GLUED THE LINO BACK DOWN AND CLEANED .

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	101.40
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	28.60

Subtotal for Job #2: 130.00

Job #4 - Warranty

Transferred to BAS*65143 on 01 SEP 21

Estimate amount was 0.00

THE GASKET ON THE ENTRY DOOR IS COMING OFF AND MAKING IT HARD TO CLOSE THE DOOR AND AT THE TOP OF THE SCREEN DOOR YOU CAN STICK YOUR HAND THROUGH THE DOOR

Labor

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

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-SEAL	0.00	15.51	0.00

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: RECALL/TSB #51-1377 LIPPERT SLIDE RECALL.

CORRECTION: CHECKED AND THE SERIAL ON THE MOTOR DOES NOT MATCH TO THE RECALLED PARTS.

Labor

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

Subtotal for Job #5: 39.00

Parts Total:	42.75
Labour Total:	338.00
Sublet Total:	0.00
Extras Total:	101.55
WORK ORDER TOTAL:	482.30

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: 02 Sep 2021

W/O: 64952
Promised Date: 25 SEP 21



Customer #: 50048
PEAY, CLINT A.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Paid
BASDEN RV CENTER INC		CLAIM	664028
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CANB3MU038951
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
Labor rate:	\$130.00	ITEM #	CAT243RBSLE
OWNER INFORMATION		DEALER RO #	64587
CLINT PEAY		CLAIM START DATE	06/29/2021
19070 N LONG JOHNYTOWN RD		CLAIM END DATE	08/09/2021
Saint Meinrad, IN 47577			
USA			
Retail Date of Purchase	04/26/2021	WARRANTY EXPIRATION DATE	04/26/2022

Claim Line Details

Labor			
Line# 1	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, 2021-06-29 11:37:13 :: THE BOTTOM OF THE SLIDE THE SEALS ARE NOT SEALED ON THE OUTSIDE AND THERE IS A RUBBER PEICE ON THE INSIDE THE SEAL IS TORE ALSO THE FLAP SEAL ON THE FRONT ON THE OUTSIDE ARE NOT SEALED AND THE SEAL UNDER THE SLIDE IS TORE ALSO NEED TO REPLACE THE VERTICAL FLAP SEALS FOR THE SLIDE ROOM ON BOTH SIDES THEY ARE NOT LONG ENOUGH AND THE WOOD IS SHOWING AND THE FLAP SEAL ON THE BOTTOM OF THE SLIDE IS TORN ON THE FRONT OF IT AND ALSO NEED TO RESEAL THE ROOM BECAUSE NONE OF THE SEALER IS HOLDING INSTALL NEW FLAP SEAL AND BULB SEAL AND RESEAL THE ROOM SO IT DOES NOT HAVE ANY LEAKS		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		5.00	\$650.00
		3.00	\$390.00

Notes
excessive time requested

Part			
Line# 1	Item #	Description	
	F100063303	SEAL, DBL WIPER 2.25 X 2.375 BLK EK CONV DW SIDE CAP SEAL 86" 2148-86 MC 2019	
	Model #	Serial #	Part tag
	Sub Qty	Sub Dlr Price	Sub Freight
	Appr Qty	Appr Dlr Price	Appr Freight
	2.00	\$58.56	\$243.11
	2.00	\$58.56	\$243.11

Notes

Line# 2	Item #	Description	
	F100039591	DOOR, FPSQ COLOR SORTED SOFT MPLE 12.75 X 36.75 SALVAGED LIGHT OAK MC 2019	
	Model #	Serial #	Part tag
	Sub Qty	Sub Dlr Price	Sub Freight
	Appr Qty	Appr Dlr Price	Appr Freight
	1.00	\$30.65	\$0.00
	1.00	\$30.65	\$0.00

Notes

Labor

Line# 2

Operation Code 20-69-01-00-000703	Operational Description Hold Back Latch, Catch, or Magnet - Exterior/Compartment Doors/ Replace/No Tread Code
---	--

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:39:21 :: SCREEN DOOR AND SEALS IT IS HARD TO OPEN AND THE HOLD BACK IN THE TOP DRAWER installed screen door hold back and adjusted door

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

Notes
excessive time requested

Labor Line# 3

Operation Code 30-101-01-00-001076	Operational Description Hinged Passage Door - Interior/Interior Doors/Replace/No Tread Code
--	---

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:40:23 :: BED ROOM DOOR SCRATCH ON THE LIVING ROOM SIDE OF THE DOOR SMALL ROUND SPOT NEED TO REPLACE THE DOOR

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

Notes
excessive time requested

Labor Line# 4

Operation Code 30-100-01-00-001035	Operational Description Cabinet Door - Interior/Cabinetry/Replace/No Tread Code
--	---

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:41:14 :: DOOR BY FIREPLACE IS WARPED NEED TO REPLACE THE DOOR

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

Notes

Part Line# 1

Item # F100039591	Description DOOR, FPSQ COLOR SORTED SOFT MPLE 12.75 X 36.75 SALVAGED LIGHT OAK MC 2019
-----------------------------	--

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$35.25	Sub Freight \$0.00
Appr Qty 1.00	Appr Dlr Price \$35.25	Appr Freight \$0.00

Notes

Labor Line# 5

Operation Code 30-102-01-00-001096	Operational Description Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code
--	--

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:42:20 :: TRIM AT THE HEAD OF THE BED IS BROKEN FOUND BROKEN TRIM NEED TO ORDER INSTALL NEW PEICE OF TRIM

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes
excessive time requested

Part Line# 1

Item # F100130670	Description BATTEN, #195 KNOT MAPLE, 7/8" X 8' BEV 2S MC 2020
-----------------------------	---

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$1.40	Sub Freight \$145.64

Appr Qty	1.00	Appr Dlr Price	\$1.40	Appr Freight	\$145.64
Notes					

Labor
Line# 6

Operation Code 30-102-12-00-001095	Operational Description Ceiling Panel - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code
--	--

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:44:53 :: SLIDE OUT CEILING IS BOWING THE STAPLES HAVE COME OUT AND THE BOARD CAME OFF NEED TO PULL SEAM TAPE OUT STAPLE IT BACK UP AND INSTALL SEAM TAPE

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

excessive time requested

Part
Line# 1

Item # 1119237	Description TAPE, SEAM VINYL 1" ADOBE INCAN FROST 110 STOCK S.H5-F				
Model #	Serial #	Part tag			
Sub Qty	30.00	Sub Dlr Price	\$6.90	Sub Freight	\$0.00
Appr Qty	30.00	Appr Dlr Price	\$6.90	Appr Freight	\$0.00

Notes

Labor
Line# 7

Operation Code 30-103-01-00-001125	Operational Description Linoleum - Interior/Flooring/Replace/No Tread Code
--	--

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-29 11:46:58 :: AT THE END OF THE BAR THERE IS 3 SPOTS WHERE THE STAPLES ARE COMING OUT OF THE FLOOR SEE BEN NEED TO CUT THE FLOOR TO GET UNDER IT SO WE CAN PULL THE STAPLES OUT THEN SEAM SEAL IT SO NO WATER GETS UNDER IT AND GLUE IT DOWN

Model #	Dlr Sub Hrs	1.00	Sub Labor Amt	\$130.00
Serial #	Appr Hrs	1.00	Appr Labor Amt	\$130.00

Notes

Submitted	Labor Amt	\$1,053.00	Approved	Labor Amt	\$741.00
	Parts & Freight	\$521.51		Parts & Freight	\$521.51
	Total	\$1,574.51		Total	\$1,262.51

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.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	746666
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2CANB3MU038951
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
		ITEM #	CAT243RBSLE
Labor rate:	\$130.00	DEALER RO #	64952
OWNER INFORMATION		CLAIM START DATE	09/01/2021
CLINT PEAY		CLAIM END DATE	01/01/1900
19070 N LONG JOHNYTOWN RD			
Saint Meinrad, IN 47577			
USA			
Retail Date of Purchase	04/26/2021	WARRANTY EXPIRATION DATE	04/26/2022

Claim Line Details

Labor

Line# 1	Operation Code 30-102-24-00-001101	Operational Description Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-01 10:27:07 :: WATER IS STILL GETTING IN THUR THE SLIDE ROOM AND STILL BOWING FOUND THAT THE OUTER TOP PLASTIC COVERS HAD NO SEALER BEHIND THEM I SEALED AND REINSTALLED THEM AND RAN WATER ON SLIDE ROOM FOR SEVERAL HOURS TO CHECK AND SEEN NO LEAKS.. I THEN INSTALLED NEW INSULATION IN THE CEILING AND REINSTALLED THE PANEL AND TRIM .		
	Model #	Dlr Sub Hrs 0.80 Sub Labor Amt \$104.00
	Serial #	Appr Hrs 0.80 Appr Labor Amt \$104.00

Notes

Labor

Line# 2	Operation Code 30-103-01-00-001125	Operational Description Linoleum - Interior/Flooring/Replace/No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-01 10:30:11 :: THERE ARE MORE STAPLES COMING OUT OF THE FLOOR IN FRONT ON THE TV STAND THERE IS ABOUT 5 OF THEM IN A DIFFERENT AREA CUT BACK LINOLEUM AND REMOVED MORE STAPLES THAT HAD BEEN GROUND ON FROM THE FACTORY I THEN GLUED THE LINO BACK DOWN AND CLEANED .		
	Model #	Dlr Sub Hrs 1.20 Sub Labor Amt \$156.00
	Serial #	Appr Hrs 1.00 Appr Labor Amt \$130.00

Notes

excessive amount requested

Labor

Line# 3	Operation Code 20-69-01-00-000707	Operational Description Compartment Door Gasket - Exterior/Compartment Doors/Replace/No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-01 10:32:26 :: THE GASKET ON THE ENTRY DOOR IS COMING OFF AND MAKING IT HARD TO CLOSE THE DOOR AND AT THE TOP OF THE SCREEN DOOR YOU CAN STICK YOUR HAND THROUGH THE DOOR FOUND THE GASKET IS COMING OFF AND NEED TO REPLACE THE GASKET		
	Model #	Dlr Sub Hrs 1.00 Sub Labor Amt \$130.00

Appr Labor Amt \$39.00

Labor
Line# 4

Operation Code
SB-670-05-00-004081

Operational Description
51-1377 - LIPPERT VENTURE ELECTRIC ACTUATORS - INSPECT -
Technical Service Bulletin/Actuator/Inspect/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 10:33:55 :: RECALL/TSB #51-1377 LIPPERT SLIDE RECALL. CHECKED AND THE SERIAL ON THE MOTOR DOES NOT MATCH TO THE RECALLED PARTS.

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

Notes

Submitted

Labor Amt	\$429.00
Parts & Freight	\$0.00
Total	\$429.00

Approved

Labor Amt	\$312.00
Parts & Freight	\$0.00
Total	\$312.00

DEALER
SIGNATURE

DATE _____

I certify that I have performed these repairs consistent with Forest River Policies.

**CUSTOMER
SIGNATURE**

DATE _____

All repairs described have been inspected and are satisfactory.