



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64966
Promised Date: 30 SEP 21

CUSTOMER WORK ORDER

WO #: 64966

Customer: 51881 - BRIAN, II, SAMUEL
MCMURRAY - 941-232-1871
Tag:
Author: BJW
Location: 1005 CLOSE W/O

Stock #: 11022
Stock Desc: 2022 TT FOREST RIVER
CHEROKEE 274BRB
Chassis #: 4X4TCKC29NX154163
Serial #: 4X4TCKC29NX154163
Mileage: 0
Licence:

Invoice #:
Date In: 07 AUG 21
Promised: 30 SEP 21
Date Sched:
Completed: 13 OCT 21
Warr. Date: 24 SEP 21

Job #1 - Warranty

COMPLAINT: THE DOOR LOOKS WARPED AND DOESN'T SHUT PROPERLY.

CAUSE: THE DOOR LOOKS WARPED AND DOESN'T SHUT PROPERLY.

CORRECTION: Checked operation of front entry door. Door is hitting frame in two places when trying to close. Has gap at top outside corner when closed. Door is warped. Was noted at delivery. Door needs replaced. 8/16/2021: Turned in parts request for a new door complete.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	143.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	70.20
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	59.80

Parts

Part #	Description	Qty	Price	Total
F100265382	DECAL, 2021 CHEROK	1.00	N/C	N/C
500627	SILICONE - N PLUS	1.00	7.73	7.73
F100220375	DECAL, 2021 CHEROK	1.00	9.09	9.09
F100199304	DOOR, ENTRY 26" X	1.00	292.08	292.08

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-DECAL	1.00	N/C	N/C
FRT	FREIGHT	1.00	15.53	15.53
FRT	FREIGHT-DOOR	1.00	150.00	150.00

Subtotal for Job #1: 747.43

Job #PDINTT - Internal

COMPLAINT: Transferred to BAS*65135 on 30 AUG 21
Estimate amount was 0.00
PDI - NEW TRAVEL TRAILER

CAUSE: PDINTT - PDI NEW TRAVEL TRAILER

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Removed battery and drilled drain holes in bottom of battery box. Reinstalled factory battery. Checked all exterior lights and brakes. Checked lug nuts and set vtire pressure at 80 psi. Checked power cord. Operated all stab jacks. Checked both entrance doors and all compartment doors. Checked awning and roof. Checked all interior lights. Checked converter output. Checked all windows and blinds. Checked all cabinets and drawers. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Checked TV Antenna, Radio and Fireplace. Filled fresh water tank. Flushed antifreeze from water lines and faucets. Checked all water lines and faucets for leaks. Opened by-pass on water heater and filled. Purged all air from water lines.



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Performed LP drop test and set LP pressure at 10 1/2 in.wc. Filled all holding tanks and checked monitor panel. Operated all appliances. Recorded all serial numbers and took pictures. Retracted all stab jacks. Applied all company decals. Drained all holding tanks, including water heater. Moved unit to sales lot.

W/O: 64966
 Promised Date: 30 SEP 21

Labor

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

Parts Total: 308.90
 Labour Total: 273.00
 Sublet Total: 0.00
 Extras Total: 165.53
WORK ORDER TOTAL: 747.43

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 Oct 2021

Customer Signature : _____



Customer #: 51881
 BRIAN, II, SAMUEL



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 725056
CLAIM ORIGIN WEB
ORIGINAL CLAIM ID
VIN 4X4TCKC29NX154163
CHASSIS VIN
MILEAGE 0
SITE/WAREHOUSE 017 / 017A
ITEM # ACKT274BRB
DEALER RO # 64966
CLAIM START DATE 08/16/2021
CLAIM END DATE 01/01/1900

Labor rate: \$130.00
OWNER INFORMATION

SAMUEL MCMURRAY BRIAN II
 5577 SHADY BROOK TRAIL
 Sarasota, FL 34243
 USA

Retail Date of Purchase 09/16/2021 **WARRANTY EXPIRATION DATE** 09/16/2022

Claim Line Details

Labor

Line# 1 **Operation Code** 20-66-01-00-000658 **Operational Description** Entry Door - Exterior/Entry Doors/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bjwright@americanrvcenter.com, 2021-08-16 09:54:04 :: THE DOOR LOOKS WARPED AND DOESN'T SHUT PROPERLY. THE DOOR LOOKS WARPED AND DOESN'T SHUT PROPERLY. Checked operation of front entry door. Dorr is hitting frame in two places when trying to close. Has gap at top outside corner when closed. Door is warped. Was noted at delivery. Door needs replaced. 8/16/2021: Turned in parts request for a new door complete.

Model #	V000576073	Dlr Sub Hrs	1.80	Sub Labor Amt	\$234.00
Serial #	0006671528	Appr Hrs	1.00	Appr Labor Amt	\$130.00

Notes
thank you

Labor

Line# 2 **Operation Code** 20-66-01-00-000658 **Operational Description** Entry Door - Exterior/Entry Doors/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-10-05 10:07:23 :: A LINE FOR A DECAL AND THE SEALER AROUND THE DOOR WAS REALLY HARD TO REMOVE SPENT A LOT OF TIME TO REMOVE THE DOOR

Model #		Dlr Sub Hrs	3.00	Sub Labor Amt	\$390.00
Serial #		Appr Hrs	1.10	Appr Labor Amt	\$143.00

Notes
authorized 0.10 for the decal and 1.00 for extra time for sealant one time only

Submitted Labor Amt \$624.00
 Parts & Freight \$0.00
 Total \$624.00

Approved Labor Amt \$273.00
 Parts & Freight \$0.00
 Total \$273.00

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.