



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65074
Promised Date: 30 SEP 21



Customer #: 48161
ATKINS, CHANC K.



CUSTOMER WORK ORDER

WO #: 65074 (Appointment Date: 24 AUG 2021 - Time: 09:30am)

Customer: 48161 - ATKINS, CHANC K. -
618-928-0636
Tag: HERE
Author: BJW
Location: 1005 SEE IF BB IS DONE
WITH FLOOR YET

Stock #: 10984
Stock Desc: 2021 5W FOREST RIVER
SABRE 37FLL
Chassis #: 5ZT3SR2B7M6107252
Serial #: 5ZT3SR2B7M6107252
Mileage: 0
Licence:

Invoice #:
Date In: 23 AUG 21
Promised: 30 SEP 21
Date Sched:
Completed: 30 SEP 21
Warr. Date: 03 JUN 21

Job #1 - Warranty

COMPLAINT: THE USB IN THE REAR OF THE UNIT UNDER STAIRWELL ON THE RIGHT SIDE OF THE BED THE LEFT SIDE IS MAKING A SIZZLE SOUND

CAUSE: THE USB IN THE REAR OF UNIT ON RIGHT SIDE OF BED DOES NOT WORK.

CORRECTION: Checked operation of USB port before removal on right side of bed. Outlet not working. Removed USB outlet and installed new USB outlet. Checked operation of new outlet. USB outlet is working at this time.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	26.00

Parts

Part #	Description	Qty	Price	Total
301108750A	5V DOUBLE USB PORT	1.00	3.61	3.61

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JOBS 1,5	1.00	19.33	19.33

Subtotal for Job #1: 48.94

Job #2 - External

COMPLAINT: CUSTOMER WOULD LIKE TO HAVE PRICE ON SLIDE TOPPERS. CUSTOMER IS TO PROVIDE MEASUREMENTS TO WRITER.

CUSTOMERS MEASUREMENTS ARE AS FOLLOWS: THE FRONT OFF DOOR SLIDE 79'X29". THE REAR OFF DOOR SLIDE 84'X22". THE KITCHEN SLIDE 124.5'X37".

CORRECTION: PRICE WAS GIVEN TO CUSTOMER.

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: THE CABINET TO THE FAR RIGHT OF THE STOVE UNDER THE HEATER VENT IS CRACKED.

CORRECTION: REMOVE VENT. REMOVE DAMAGED CABINET SIDE. CUT AND INSTALLED NEW CABINET SIDE. PUT BACK VENT





Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	26.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00

Subtotal for Job #3: 26.00

Job #4 - Warranty

COMPLAINT: THE FRONT OFF DOOR SIDE SLIDE HAS A PIECE OF TRIM HANGING DOWN ON THE INSIDE.

CORRECTION: I FOUND A PEACE OF TRIM THAT WAS NOT NAILED TO THE WALL VERY WELL BEHIND THE COUCH IN THE CORNER. I NAILED THE TRIM UP IN THE CORNER.

Labor

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

Subtotal for Job #4: 13.00

Job #5 - Warranty

COMPLAINT: LP LINE HAS A HOLE

CORRECTION: REPLACED BAD PART OF LP HOSE WITH NEW LP HOSE.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	83.20
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	46.80
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	130.00

Parts

Part #	Description	Qty	Price	Total
F100211091	LP, COMPLETE MANIF	1.00	89.47	89.47

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #5: 349.47

Job #6 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE ARE NO DOCKING LIGHTS.

CORRECTION: THE UNIT HAS DOCKING LIGHTS AND THEY WORK. TOOK PICTURES OF LIGHTS ON.

Labor

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

Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: THE LATCH THAT HOLDS THE DOOR OPEN FALLS OFF.

CORRECTION: DRILLED THE HOLES TO THE DOOR HOLD BACK ALL THE WAY THROUGH THE DOOR AND PUT FASTENERS ON THE BACK SIDE OF THE DOOR TO KEEP THE SCREWS FROM PULLING OUT.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	13.00



Subtotal for Job #7: 13.00

Job #8 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS A CLIP BROKEN OFF OF THE BOTTOM CURTAIN AS SOON AS YOU WALK IN TO THE MAIN DOOR.

CORRECTION: CHANGED CURTAIN HOLD DOWN BRACKETS

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

Parts Part #	Description	Qty	Price	Total
A285	A285 SIDE CURTAIN	1.00	2.85	2.85

Subtotal for Job #8: 15.85

Job #9 - Warranty

COMPLAINT: THE USB OUTLET ON THE LEFT SIDE OF THE REAR BED DOES NOT WORK.

CAUSE: THE USB OUTLET ON THE LEFT SIDE OF THE REAR BED DOES NOT WORK.

CORRECTION: Checked operation of USB outlet on left side of rear bed. No power at it and light is not on. Removed USB outlet from wall on left side of rear bed. Installed new USB outlet. Checked operation of new USB outlet. Working ok at this time.

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

Parts Part #	Description	Qty	Price	Total
30I108750A	5V DOUBLE USB PORT	1.00	3.61	3.61

Subtotal for Job #9: 29.61

Job #10 - Warranty

COMPLAINT: CUSTOMER STATES WHEN YOU OPEN THE STORAGE AREA UNDER THE NOSE OF THE UNIT YOU CAN SEE DOWN THROUGH THE BOTTOM AND YOU CAN SEE THE GROUND.

CAUSE: CUSTOMER STATES WHEN YOU OPEN THE STORAGE AREA UNDER THE NOSE OF THE UNIT YOU CAN SEE DOWN THROUGH THE BOTTOM AND YOU CAN SEE THE GROUND.

CORRECTION: Checked front compartment under nose of unit. Front edge of compartment below door has a gap. Added screws to close gap and seal compartment front edge.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	78.00

Subtotal for Job #10: 78.00

Job #11 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS A FLAW IN THE FLOOR IN FRONT OF THE FIREPLACE.

CAUSE: CUSTOMER STATES THAT THERE IS A FLAW IN THE FLOOR IN FRONT OF THE FIREPLACE.

CORRECTION: Checked area in front of fireplace. Flooring has a slit in it. Not caused by slideout. Slit is 6 ins. away from slide when it is closed.

Labor Code	Description	Mechanic	Total
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Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	130.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00

Subtotal for Job #11: 130.00

Job #12 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE TRIM ON THE OFF DOOR FRONT SLIDE IS HANGING DOWN.

CAUSE: CUSTOMER STATES THAT THE TRIM ON THE OFF DOOR FRONT SLIDE IS HANGING DOWN.

CORRECTION: Checked for trim hanging down on front off door side slide. Could not find trim hanging down. See job 4 for previous repair.

Labor

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

Subtotal for Job #12: 0.00

Parts Total:	99.54
Labour Total:	585.00
Sublet Total:	0.00
Extras Total:	19.33
WORK ORDER TOTAL:	703.87

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: 05 Oct 2021

W/O: 65074
Promised Date: 30 SEP 21



Customer #: 48161
ATKINS, CHANC K.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA Labor rate: \$130.00 OWNER INFORMATION CHANC ATKINS 10556 4H RD Sumner, IL 62466 USA	CLAIM STATUS Authorized CLAIM 743864 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT3SR2B7M6107252 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 062 / 062C ITEM # SRF37FLL-C DEALER RO # 65074 CLAIM START DATE 08/30/2021 CLAIM END DATE 01/01/1900 Retail Date of Purchase 06/03/2021 WARRANTY EXPIRATION DATE 06/03/2022
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Claim Line Details

Labor

Line# 1	Operation Code 40-196-01-11-001309	Operational Description Charging Center - USB & 12 Volt - Electrical/12 Volt Interior/Replace/ Electrical				
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:28:24 :: ONE OF THE USBS IN THE BED ROOM ARE NOT WORKING NEED TO REPLACE THE USB NOT WORKING					
	Model # Serial #	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Dlr Sub Hrs 0.20</td> <td style="width: 30%;">Sub Labor Amt \$26.00</td> </tr> <tr> <td>Appr Hrs 0.20</td> <td>Appr Labor Amt \$26.00</td> </tr> </table>	Dlr Sub Hrs 0.20	Sub Labor Amt \$26.00	Appr Hrs 0.20	Appr Labor Amt \$26.00
Dlr Sub Hrs 0.20	Sub Labor Amt \$26.00					
Appr Hrs 0.20	Appr Labor Amt \$26.00					

Notes

Labor

Line# 2	Operation Code 30-100-01-00-001048	Operational Description Cabinet or Closet Shelf - Interior/Cabinetry/Replace/No Tread Code				
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:30:40 :: THE CABINET TO THE FAR RIGHT OF THE STOVE UNDER THE HEATER VENT IS CRACKED. CUSTOMER WOULD LIKE TO KNOW IF IT CAN BE REPAIRED. NEED TO REPLACED THE DOOR					
	Model # Serial #	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Dlr Sub Hrs 0.20</td> <td style="width: 30%;">Sub Labor Amt \$26.00</td> </tr> <tr> <td>Appr Hrs 0.20</td> <td>Appr Labor Amt \$26.00</td> </tr> </table>	Dlr Sub Hrs 0.20	Sub Labor Amt \$26.00	Appr Hrs 0.20	Appr Labor Amt \$26.00
Dlr Sub Hrs 0.20	Sub Labor Amt \$26.00					
Appr Hrs 0.20	Appr Labor Amt \$26.00					

Notes

Labor

Line# 3	Operation Code 30-102-01-00-001118	Operational Description Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code				
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:31:39 :: THE FRONT OFF DOOR SIDE SLIDE HAS A PIECE OF TRIM HANGING DOWN ON THE INSIDE. I FOUND A PEACE OF TRIM THAT WAS NOT NAILED TO THE WALL VERY WELL BEHIND THE COUCH IN THE CORNER. I NAILED THE TRIM UP IN THE CORNER.					
	Model # Serial #	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Dlr Sub Hrs 0.10</td> <td style="width: 30%;">Sub Labor Amt \$13.00</td> </tr> <tr> <td>Appr Hrs 0.10</td> <td>Appr Labor Amt \$13.00</td> </tr> </table>	Dlr Sub Hrs 0.10	Sub Labor Amt \$13.00	Appr Hrs 0.10	Appr Labor Amt \$13.00
Dlr Sub Hrs 0.10	Sub Labor Amt \$13.00					
Appr Hrs 0.10	Appr Labor Amt \$13.00					

Notes

Labor
Line# 4

Operation Code 50-134-01-00-003673 **Operational Description** Rubber LP Supply Line - LP Gas/LP Gas System/Replace/No Tread Code
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:33:29 :: LP LINE HAS A HOLE LP MAIN LINE NOT HOLDING PRESSURE NEED TO REPLACE THE HOSE

Model #	Dlr Sub Hrs	2.00	Sub Labor Amt	\$260.00
Serial #	Appr Hrs	2.00	Appr Labor Amt	\$260.00

Notes

Labor
Line# 5

Operation Code 20-66-01-00-000676 **Operational Description** Entry Door Hold Back - Exterior/Entry Doors/Replace/No Tread Code
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:37:43 :: THE LATCH THAT HOLDS THE DOOR OPEN FALLS OFF. DRILLED THE HOLES TO THE DOOR HOLD BACK ALL THE WAY THROUGH THE DOOR AND PUT FASTENERS ON THE BACK SIDE OF THE DOOR TO KEEP THE SCREWS FROM PULLING OUT.

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

Notes

Labor
Line# 6

Operation Code 30-99-01-00-001009 **Operational Description** Curtain Tie Backs, per pair - Interior/Soft Goods/Replace/No Tread Code
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2021-08-30 14:38:46 :: CUSTOMER STATES THAT THERE IS A CLIP BROKEN OFF OF THE BOTTOM CURTAIN AS SOON AS YOU WALK IN TO THE MAIN DOOR. CHANGED CURTAIN HOLD DOWN BRACKETS

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

Notes

Submitted	Labor Amt	\$351.00	Approved	Labor Amt	\$351.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$351.00		Total	\$351.00

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.