



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O : 65084
Promised Date: 30 SEP 21

CUSTOMER WORK ORDER

WO #: 65084

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BH
Location: 0929 FIND OUT FROM BH
WHAT TO DO ABOUT REMOTE

Stock #: 11044
Stock Desc: 2021 TT COACHMEN
CATALINA 323BHDSCLE
Chassis #: 5ZT2CAXB6MX023193
Serial #: 5ZT2CAXB6MX023193
Mileage: 0
Licence:

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

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CAUSE: PDINTT - PDI NEW TRAVEL TRAILER.

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Installed new battery box. Relocated brake-away switch to clear hitch brackets. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 65 psi. Operated all stab jacks. Checked both entrance doors and all compartment doors. Applied all company decals. Checked roof and awning. Moved unit out of shop to bring in a delivery unit for toppers. 8/27/2021: Moved unit back into shop. Checked power cord. Checked converter output. Checked all interior lights. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Checked all windows and blinds. Checked all cabinets and drawers. Removed all shipping tape from refrigerator. Recorded all serial numbers and took pictures. 8/30/2021: Move unit back out of shop unfinished. 8/31/2021: Moved unit back into shop. Added water to fresh water tank. Flushed all water lines and faucets. Checked all water lines and faucets for leaks. Filled all holding tanks and checked monitor panel. Checked all appliances. Checked Fireplace, TV Antenna and TV with built-in Radio. Performed LP drop test and set LP pressure at 11 in.wc. Replaced missing drain stopper in outside kitchen. Drained all holding tanks.

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C
10-1740	95005 REPLACEMENT BASKET	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: THE BED PLATFORM IS COMING APART

CAUSE: THE BED PLATFORM IS COMING APART.



Customer #: 1000
BASDEN'S AMERICAN RV,



CORRECTION: Side panels coming loose on both sides and at foot of platform. Reattached all panels with small staples.

Labor

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

Subtotal for Job #1: 26.00

Job #2 - Warranty

COMPLAINT: THE BLIND AT THE KITCHEN WINDOW DOES NOT WORK.

CAUSE: THE BLIND AT KITCHEN WINDOW DOES NOT WORK.

CORRECTION: Blind slats not moving when adjusting rod is turned. Removed valance from window. Removed blind from mounts. Blind adjusting rod out of hole on adjustment block. Put rod back in place. Checked operation of blind adjustment. OK. Remounted blind at window. Remounted window valance. Checked operation of blind when mounted. OK.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	39.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00

Subtotal for Job #2: 39.00

Job #3 - Warranty

COMPLAINT: THERE IS A WIRE HANGING DOWN AT THE KITCHEN CABINET.

CAUSE: WIRES HANGING DOWN UNDER KITCHEN CABINET.

CORRECTION: Used wire ties and secured wires up under cabinet.

Labor

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

Subtotal for Job #3: 13.00

Job #4 - Warranty

COMPLAINT: THE KITCHEN SINK DRAIN IS LEAKING

CAUSE: THE KITCHEN SINK DRAIN IS LEAKING.

CORRECTION: Ran water in kitchen sink. Water leaking where sink bowl attaches to sink. Removed P-trap and tail pipe from sink drain. Removed sink bowl. Cleaned all parts. Remounted sink bowl with rubber gasket between bowl and flange of sink. Remounted p-trap and tail pipe. Tightened all connections. Filled sink with water and let set over lunch. No leaks.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00

Subtotal for Job #4: 65.00

Job #5 - Warranty

COMPLAINT: AWNING REMOTE MISSING

CORRECTION: PUT IN UNIT

Parts

Part #	Description	Qty	Price	Total
F100207754	KIT, LED CONTROLLE	1.00	8.12	8.12

W/O: 65084
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Customer #: 1000
BASDEN'S AMERICAN RV,





Other Services

Code	Description	Qty	Price	Total
FRT	UPS-AWNING REMOTE	1.00	15.51	15.51
Subtotal for Job #5:				23.63

Job #6 - Warranty

COMPLAINT: FIREPLACE REMOTE IS MISSING

CORRECTION: PUT REMOTE IN UNIT

Parts

Part #	Description	Qty	Price	Total
5708	F100257530 FIREPLA	1.00	18.50	18.50
Subtotal for Job #6:				18.50

Job #7 - Warranty

COMPLAINT: WATER LEAK AROUND WATERHEATER AND WATER PUMP.

CAUSE: WATER LEAK AROUND WATER HEATER AND WATER PUMP.

CORRECTION: Checked for leak with pump running. No water coming from water pump. Water seeping around wood blocks supporting water heater. Took pictures. Checked all water lines in area. No leaks found. Water coming from under water heater. Disconnected LP line, Water lines, all wiring and controls. Removed outside mounting ring and door. Pulled water heater out of opening. Removed insulation from around water heater. Found bottom of water heater and inside of insulation wet and rusty. Water heater leaking where drain fitting is welded into water heater. 8/31/2021:

Turned in parta request for a new water heater. Need approval to order from Forest River.

Labor

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

Parts

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL	2.00	0.24	0.48
11632	11632 1/2" DRAIN P	2.00	1.12	2.24
C01203053	WATER HEATER, SUBU	1.00	283.28	283.28

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-WATER HEATER	1.00	33.54	33.54
Subtotal for Job #7:				449.54



W/O: 65084
Promised Date: 30 SEP 21

Parts Total:	312.62
Labour Total:	273.00
Sublet Total:	0.00
Extras Total:	49.05
WORK ORDER TOTAL:	634.67

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: 01 Oct 2021

Customer Work Order



Customer #: 1000
BASDENS AMERICAN RV,



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106	CLAIM STATUS Authorized	
BASDEN RV CENTER INC	CLAIM 746813	
DBA AMERICAN RV CENTER	CLAIM ORIGIN WEB	
600 E BASELINE ROAD	ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725	VIN 5ZT2CAXB6MX023193	
USA	CHASSIS VIN	
	MILEAGE 0	
	SITE/WAREHOUSE 205 / 205	
Labor rate: \$130.00	ITEM # ACAT323BHDSCKLE	
OWNER INFORMATION	DEALER RO # 65084	
	CLAIM START DATE 09/01/2021	
	CLAIM END DATE 01/01/1900	
Retail Date of Purchase	WARRANTY EXPIRATION DATE	

Claim Line Details

Labor

Line# 1

Operation Code
30-102-12-00-002691

Operational Description
Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/
Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:13:38 :: THE BED PLATFORM IS COMING APART Side panels coming loose on both sides and at foot of platform. Reattached all panels with small staples.

Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes

excessive amount requested

Labor

Line# 2

Operation Code
30-99-01-00-001014

Operational Description
Mini-Blind or Vertical Patio Blind Wand - Interior/Soft Goods/Replace/No
Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:15:11 :: THE BLIND AT THE KITCHEN WINDOW DOES NOT WORK. Blind slats not moving when adjusting rod is turned. Removed valance from window. Removed blind from mounts. Blind adjusting rod out of hole on adjustment block. Put rod back in place. Checked operation of blind adjustment. OK. Remounted blind at window. Remounted window valance. Checked operation of blind when mounted. OK.

Model #	Dlr Sub Hrs	0.60	Sub Labor Amt	\$78.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

excessive amount requested

Labor

Line# 3

Operation Code
40-108-24-11-001334

Operational Description
110 Volt Interior Wiring - Electrical/110 Volt Interior/Repair/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:16:46 :: THERE IS A WIRE HANGING DOWN AT THE KITCHEN CABINET. Used wire ties and secured wires up under cabinet.

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

Notes

Labor

Line# 4

Operation Code

Operational Description

60-139-24-00-001556

Galley Sink - Plumbing/Galley Sink/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:18:01 :: THE KITCHEN SINK DRAIN IS LEAKING Ran water in kitchen sink. Water leaking where sink bowl attaches to sink. Removed P-trap and tail pipe from sink drain. Removed sink bowl. Cleaned all parts. Remounted sink bowl with rubber gasket between bowl and flange of sink. Remounted p-trap and tail pipe. Tightened all connections. Filled sink with water and let set over lunch. No leaks.

Model #	Dlr Sub Hrs	0.66	Sub Labor Amt	\$85.80
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

excessive amount requested

**Labor
Line# 5**

Operation Code

70-147-01-00-001779

Operational Description

TV Remote - Appliances/Television/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:20:09 :: AWNING REMOTE MISSING REPLACE MISSING REMOTE

Model #	Dlr Sub Hrs	0.00	Sub Labor Amt	\$0.00
Serial #	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

**Labor
Line# 6**

Operation Code

70-147-01-00-001779

Operational Description

TV Remote - Appliances/Television/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:20:49 :: FIREPLACE REMOTE IS MISSING REPLACE MISSING REMOTE

Model #	Dlr Sub Hrs	0.00	Sub Labor Amt	\$0.00
Serial #	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

**Labor
Line# 7**

Operation Code

70-167-01-00-001978

Operational Description

Water Heater - complete - Appliances/Water Heater (Suburban)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-01 11:22:24 :: WATER LEAK AROUND WATERHEATER AND WATER PUMP. Checked for leak with pump running. No water coming from water pump. Water seeping around wood blocks supporting water heater. Took pictures. Checked all water lines in area. No leaks found. Water coming from under water heater. Disconnected LP line, Water lines, all wiring and controls. Removed outside mounting ring and door. Pulled water heater out of opening. Removed insulation from around water heater. Found bottom of water heater and inside of insulation wet and rusty. Water heater leaking where drain fitting is welded into water heater. 8/31/2021: Turned in parta request for a new water heater. Need approval to order from Forest River.

Model #	SW6DE	Dlr Sub Hrs	2.00	Sub Labor Amt	\$260.00
Serial #	212308318	Appr Hrs	1.00	Appr Labor Amt	\$130.00

Notes

excessive amount requested

Submitted

Labor Amt	\$488.80
Parts & Freight	\$0.00
Total	\$488.80

Approved

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

DEALER
SIGNATURE

DATE

CUSTOMER
SIGNATURE

DATE

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

All repairs described have been inspected and are satisfactory.