



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65142
Promised Date: 30 SEP 21

CUSTOMER WORK ORDER

WO #: 65142

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BH
Location: 0902 PDI

Stock #: 11046
Stock Desc: 2021 TT COACHMEN
CATALINA 323BHDSCLE
Chassis #: 5ZT2CAXB8MX023194
Serial #: 5ZT2CAXB8MX023194
Mileage:
Licence:

Invoice #:
Date In: 01 SEP 21
Promised: 30 SEP 21
Date Sched:
Completed: 09 SEP 21
Warr. Date: 18 SEP 21

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 battery box. Cut off battery cables to correct length and installed new cable ends. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 65 psi. Operated all stab jacks. Checked awning and roof. Checked both entrance doors and all compartment doors. Checked power cord. Checked converter output. Checked all interior lights. Checked all cabinets and drawers. Checked all windows and blinds. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Added water to fresh water tank and flushed antifreeze from water lines. Opened by-pass on water heater and filled. Purged all air from water system. Performed LP drop test and set Lp pressure at 11 in.wc. Operated all appliances. Filled all holding tanks and checked monitor panel. Recorded all serial numbers and took pictures. Checked Fireplace. Applied all company decals. Drained all holding tanks, including water heater. Moved unit to showroom.

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

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: RIGHT TURN DOES NOT WORK

CAUSE: RIGHT TURN DOES NOT WORK.

CORRECTION: Removed right rear tail light. Checked for loose connections on turn wire. No power on right turn wire. Junction box for 7 way cord is located above underbelly. Cut small access hole in underbelly where 7 way enters underbelly. Found junction box mounted up against floor. Removed cover screws that were covered with foam. Pulled wires out of junction box. Found right turn wire (Brown). Checked wire from 7 way. Brown wire has power. Checked brown wire after junction box. No power. Cut



Customer #: 1000
BASDEN'S AMERICAN RV,





off wire crimp on brown wire. Wire going to rear of unit not crimped in connector. Cut access hole larger to be able to get head and shoulder in area to reach wires to install a new wire crimp. Stripped wires and installed new wire crimp. Checked operation of right turn. Now working ok. Replaced cover on junction box. Cut small strips on panneling and secured cuts in underbelly together with screws. Covered all cuts and screws with underbelly tape. Replaced right rear tail light.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	325.00
Subtotal for Job #1:			325.00

Job #2 - Warranty

COMPLAINT: TV DOES NOT FIND CHANNELS

CAUSE: TV DOES NOT FIND CHANNELS.

CORRECTION: Removed tv booster from wall. Checked all coax connections. Removed antenna from base. Pulled coax out of base. Checked coax connector. Both look ok. Used coax checker. Checker showed a shorted coax. Replaced both connector ends on cable from antenna to booster. Checker still shows shorted cable. Connected a test cable direct from antenna to booster. TV found 11 channels. Further checking of coax cables found that all cable connections on back of booster were in wrong places. Moved all coax connectors to the correct locations on back of booster. Rear bunk room tv outlet has no connection to booster. Need to install a triple splitter behind booster. Installed new tripple splitter. Remounted booster in wall. Checked all TV locations. All OK now.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	260.00

Parts

Part #	Description	Qty	Price	Total
6188	THREE WAY CABLE SP	1.00	9.19	9.19
Subtotal for Job #2:				269.19

Parts Total:	9.19
Labour Total:	585.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	594.19

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: 09 Sep 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	754701
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAXB8MX023194
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	205 / 205
Labor rate:	\$130.00	ITEM #	ACAT323BHDSCKLE
OWNER INFORMATION		DEALER RO #	65142
		CLAIM START DATE	09/08/2021
		CLAIM END DATE	01/01/1900
Retail Date of Purchase		WARRANTY EXPIRATION DATE	

Claim Line Details

Labor Line# 1

Operation Code	40-106-24-11-001253	Operational Description
Complaint, Cause, Correction		Exterior 12 Volt Wiring - Electrical/12 Volt Exterior/Repair/Electrical
Original Note : bhoffman@americanrvcenter.com, 2021-09-08 16:10:27 :: RIGHT TURN DOES NOT WORK Removed right rear tail light. Checked for loose connections on turn wire. No power on right turn wire. Junction box for 7 way cord is located above underbelly. Cut small access hole in underbelly where 7 way enters underbelly. Found junction box mounted up against floor. Removed cover screws that were covered with foam. Pulled wires out of junction box. Found right turn wire (Brown). Checked wire from 7 way. Brown wire has power. Checked brown wire after junction box. No power. Cut off wire crimp on brown wire. Wire going to rear of unit not crimped in connector. Cut access hole larger to be able to get head and shoulder in area to reach wires to install a new wire crimp. Stripped wires and installed new wire crimp. Checked operation of right turn. Now working ok. Replaced cover on junction box. Cut small strips on paneling and secured cuts in underbelly together with screws. Covered all cuts and screws with underbelly tape. Replaced right rear tail light.		
Model #		Dlr Sub Hrs 2.50
Serial #		Appr Hrs 2.50
		Sub Labor Amt \$325.00
		Appr Labor Amt \$325.00

Notes

Labor Line# 2

Operation Code	40-132-24-00-001436	Operational Description
Complaint, Cause, Correction		Any Video Connection Behind Wall Plate - Electrical/Low Voltage Wiring/Repair/No Tread Code
Original Note : bhoffman@americanrvcenter.com, 2021-09-08 16:16:20 :: TV DOES NOT FIND CHANNELS Removed tv booster from wall. Checked all coax connections. Removed antenna from base. Pulled coax out of base. Checked coax connector. Both look ok. Used coax checker. Checker showed a shorted coax. Replaced both connector ends on cable from antenna to booster. Checker still shows shorted cable. Connected a test cable direct from antenna to booster. TV found 11 channels. Further checking of coax cables found that all cable connections on back of booster were in wrong places. Moved all coax connectors to the correct locations on back of booster. Rear bunk room tv outlet has no connection to booster. Need to install a triple splitter behind booster. Installed new triple splitter. Remounted booster in wall. Checked all TV locations. All OK now.		
Model #		Dlr Sub Hrs 4.00
Serial #		Appr Hrs 2.00
		Sub Labor Amt \$520.00
		Appr Labor Amt \$260.00

Notes

excessive Amount Requested

Submitted	Labor Amt	\$845.00	
	Approved	Labor Amt	\$585.00

Parts & Freight \$0.00
Total \$845.00

Parts & Freight \$0.00
Total \$585.00

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.