



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65166
Promised Date: 30 SEP 21

CUSTOMER WORK ORDER

WO #: 65166

Customer: 12368 - WITTER, JEREMY K.
- 618-445-1790

Tag:

Author: BH

Location: 0927 SEE IF WO CAN BE
CLOSED

Stock #: 10779

Stock Desc: 2021 TT COACHMEN APEX
300BHS

Chassis #: 5ZT2CXVB2MS041502

Serial #: 5ZT2CXVB2MS041502

Mileage: 0

Licence:

Invoice #:

Date In: 02 SEP 21

Promised: 30 SEP 21

Date Sched:

Completed: 29 SEP 21

Warr. Date: 14 MAY 21

Job #2 - Warranty

COMPLAINT: THE FRIDGE DOOR IS HARD TO OPEN

CAUSE: fridge door handle was broken. needs replaced

CORRECTION: removed door trim and panels from old doors. installed panels on new doors. installed new doors. installed handle on fridge.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	52.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	130.00

Parts

Part #	Description	Qty	Price	Total
4146	LOWER REFER DOOR	1.00	221.71	221.71
080611	S,STD DR HANDLE CO	1.00	37.39	37.39

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-REFER DOOR	1.00	32.70	32.70

Subtotal for Job #2: 473.80

Job #11 - Internal

COMPLAINT: ONE OF THE ROLLERS CAME OUT FROM UNDER THE SLIDE CUSTOMER THINKS IT MIGHT BE FROM THE FRONT SLIDE IT IS IN THE KITCHEN SINK

CORRECTION: REMOVED PANEL ON SLIDE OUT TO GAIN ACCESS TO THE WALL WHERE ROLLERS ARE. GOT ANOTHER PIECE OF WOOD TO SECURE ROLLER TO. TOOK A JACK AND PUSHED UP SLIDE ROOM FLOOR. INSTALLED ROLLER ON WALL. RAN SLIDE IN AND OUT TO TEST.

Labor

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

Subtotal for Job #11: 0.00

Job #1 - Warranty

REF #64631 OLD RO

Customer #: 12368
WITTER, JEREMY K.



Subtotal for Job #1: 0.00

Parts Total:	259.10
Labour Total:	182.00
Sublet Total:	0.00
Extras Total:	32.70
WORK ORDER TOTAL:	473.80

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: 29 Sep 2021

Customer Signature : _____

Customer Work Order

W/O: 65166
Promised Date: 30 SEP 21



Customer #: 12368
WITTER, JEREMY K.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106	CLAIM STATUS Paid
BASDEN RV CENTER INC	CLAIM 675906
DBA AMERICAN RV CENTER	CLAIM ORIGIN WEB
600 E BASELINE ROAD	ORIGINAL CLAIM ID
EVANSVILLE, IN 47725	VIN 5ZT2CXVB2MS041502
USA	CHASSIS VIN
	MILEAGE 0
	SITE/WAREHOUSE 220 / 220A
Labor rate: \$130.00	ITEM # APTT300BHS
OWNER INFORMATION	DEALER RO # 64631
JEREMY WITTER	CLAIM START DATE 07/08/2021
1699 SOUNTY RD 450 N	CLAIM END DATE 09/08/2021
Fairfield, IL 62837	
USA	
Retail Date of Purchase 05/14/2021	WARRANTY EXPIRATION DATE 05/14/2022

Claim Line Details

Labor

Line# 1	Operation Code 60-137-01-00-001509	Operational Description Thetford Toilet - Standard Model - Plumbing/Toilet (Thetford)/Replace Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:11:46 :: TOILET ROCKS BACK AND FORTH W LEAKING AT THE TOILET ALSO BUT CUSOTMER CANT TELL WHERE THE WATER IS COMING FROM TOILET F TOILET IS WARPED AND HAS DOOR SIDE BOLT HAS BEEN TIGHTENED TO MUCH AND HAS PULLED THROUG BASE. WATER LEAKING FROM WATER SUPPLY LINE REMOVED WATER LINE AND REPLACED CONE WASHER

Model #	31687	Dlr Sub Hrs	1.20	Sub Labor Amt	\$156.00
Serial #	210409-31687-0259	Appr Hrs	1.10	Appr Labor Amt	\$143.00

Notes

Repair only

Part

Line# 1	Item # 933223	Description TOILET, AQUA MAGIC 5 HIGH W/FT PEDAL WHITE RETURNABLE PACKAGE (QTY 12)
	Model #	Serial #
	Sub Qty 1.00	Sub Dlr Price \$102.93
	Appr Qty 1.00	Appr Dlr Price \$89.50
		Part tag
		Sub Freight \$13.33
		Appr Freight \$13.33

Notes

Replacement part (933223) price adjusted to invoice cost (\$77.83) plus 15% dealer markup. REF S2291938

Line# 2

Item #	Description
USERPART	cone washer swivel
Model #	Serial #
Sub Qty 1.00	Sub Dlr Price \$0.24
Appr Qty 1.00	Appr Dlr Price \$0.24
	Part tag
	Sub Freight \$0.00
	Appr Freight \$0.00

Notes

Labor

Line# 2	Operation Code 70-151-01-00-001800	Operational Description Refrigerator Door - Appliances/Refrigerator (House Type)/Replace/No Tread Code
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Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:14:56 :: THE FRIDGE DOOR IS HARD TO

OPEN GOT DOOR OPEN INSPECTED TOP OF SIDE WHER DOOR LATCH ATTACKES TO IS BROKE NEEDS
BOTTOM DOOR AND LATCH

Model #	DM2672LBX	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	11396447	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

Need picture of model and serial #
PIC AND JOB IS UPDATED
Auth above flat rate

**Part
Line# 1**

Item #	Description				
USERPART	LOWER (REFER) DOOR FOR MODEL#DM2672 LBX SERIAL#11396447 MFG#958703804 DOMETIC PART # 3316889.900- S,DOOR ASM,FF,6CF AM II				
Model #	Serial #	Part tag			
Sub Qty 1.00	Sub Dlr Price \$0.00	Sub Freight \$32.70			
Appr Qty 1.00	Appr Dlr Price \$0.00	Appr Freight \$32.70			

Notes

**Labor
Line# 3**

Operation Code	Operational Description			
20-43-19-00-001109	Gutter Rail - Exterior/Exterior Miscellaneous/Reseal/No Tread Code			
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:18:14 :: AWNING LEAKING WHERE THE TWO SEAMS MEET AWNING LEAKING AT SEAM CLEANED AND RESEALED AT SEAM				
Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes

Auth to flat rate

**Labor
Line# 4**

Operation Code	Operational Description			
40-112-01-11-001346	Monitor Panel - Electrical/Monitor Panel/Replace/Electrical			
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:19:32 :: THE GREY, BLACK, AND FRESH ALL SAY THEY ARE EMPTY NO MATTER HOW MUCH WATER YOU PUT IN WIRES AT PLUG FOR MONITOR PANEL MELTED NEED TO INSTALL NEW PANEL				
Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

Auth to flat rate
Time too heavy for repair

**Part
Line# 1**

Item #	Description			
C01221818	MONITOR PANEL, WHITE 4 TANK 24RBD			
Model #	Serial #	Part tag	0000122968	
Sub Qty 1.00	Sub Dlr Price \$30.35	Sub Freight \$15.47		
Appr Qty 1.00	Appr Dlr Price \$26.39	Appr Freight \$15.47		

Notes

Part cost adjusted to sales order S2249913

**Labor
Line# 5**

Operation Code	Operational Description			
30-91-01-00-000901	Rocker, Recliner, or Glider Chair - Interior/Living Quarters, Sofa, Chair/ Replace/No Tread Code			

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:21:25 :: RECLINER FOOR REST ON THE
RIGHT SIDE WILL NOT WORK (IF YOU ARE SITING IN IT) FOOT REST ON RIGHT SIDE OF RECLINER SCREWS
PULLED OUT OF FOOT REST CAUSING IT TO NOT COME OUT PULLED FOOT REST OUT REMOVED THE

SCREWS ON OPPOSIT SIDE ,REMOVED FOOT REST TURNED IT 180 DEGREESE AND RE INSTALLED IT
 INSTALLED ALL SCREWS AND ADJUSTED LATCH

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.40	Appr Labor Amt	\$52.00

Notes
 Auth to flat rate

**Labor
 Line# 6**

Operation Code	Operational Description
20-46-19-00-000721	Window - Exterior/Windows/Reseal/No Tread Code

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:22:44 :: BACK WINDOW ON THE BUNKHOUSE LEAKS DURING A RAIN water tested found water coming in around rubber plugs in window frame . removed plugs sealed and installed4 plugs in window frame . sealed around window. let dry then water tested again no leaks

Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes
 Auth to flat rate

**Labor
 Line# 7**

Operation Code	Operational Description
40-132-24-00-001436	Any Video Connection Behind Wall Plate - Electrical/Low Voltage Wiring/Repair/No Tread Code

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:24:28 :: TV IN THE LIVING ROOM DOES NOT GET ANY CHANNELS tv does not pick up any channels checked tv connections tested booster installed a test booster still no channels , hooked up different antenna got channels . removed antenna hooked it to test cable it works .tested cable and found cable ends bad .installed new ends on antenna cable put antenna on roof and hooked up tested have 10 channels with trailer in building. put everything back together .installed antenna and sealed antenna to roof

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

Notes
 Time too heavy for repair

**Part
 Line# 1**

Item #	Description			
USERPART	putty tape-roll			
Model #	Serial #		Part tag	
Sub Qty	1.00	Sub Dlr Price	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	Appr Freight	\$0.00

Notes

Line# 2

Item #	Description			
USERPART	pw haps free self-			
Model #	Serial #		Part tag	
Sub Qty	1.00	Sub Dlr Price	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	Appr Freight	\$0.00

Notes

**Labor
 Line# 8**

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

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:32:31 :: THE BUNK THAT LIFTS UP NEED TO BE REPLACED BECAUSE OF DAMAGE OVER THE COUCH WOOD FACE TRIM ON THE LIFT IS DAMAGED NEED TO REPLACE IT

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 #	Description				
F100173115	STILE, 18MM X 3" X 96" SQ PRESTIGE POPLAR				
Model #	Serial #	Part tag			
Sub Qty	8.00	Sub Dlr Price	\$8.28	Sub Freight	\$145.64
Appr Qty	8.00	Appr Dlr Price	\$7.18	Appr Freight	\$145.64

Notes

Part cost adjusted to sales order S2291938.

Labor
Line# 9

Operation Code	Operational Description
30-99-24-00-001018	Day Night Shade or Roller Shade - Interior/Soft Goods/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-07-08 11:35:23 :: THE BLIND OVER THE TABLE WILL NOT STAY UP BLIND OVER TABLE WILL NOT STAY UP TIGHTENED UP STRINGS ON BLIND AND TESTED .BLIND STAYS UP

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	\$741.00
Parts & Freight	\$363.19
Total	\$1,104.19

Approved

Labor Amt	\$520.00
Parts & Freight	\$344.70
Total	\$864.70

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.