



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65302
Promised Date: 23 OCT 21

CUSTOMER WORK ORDER

WO #: 65302

Customer: 51340 - PERRY, SR., CRAIG

E. - 618-334-0708

Tag:

Author: BJW

Location: 1020 GET SPEAKERS

INSTALLED

Stock #: 10649

Stock Desc: 2021 TT COACHMEN

CATALINA 243RBSLE

Chassis #: 5ZT2CANB0MU039006

Serial #: 5ZT2CANB0MU039006

Mileage: 0

Licence:

Invoice #:

Date In: 23 SEP 21

Promised: 23 OCT 21

Date Sched:

Completed: 20 OCT 21

Warr. Date: 24 MAY 21

Job #1 - Warranty

COMPLAINT: SLIDEROOM RECALL: TECHNICAL SERVICE

BULLETIN 51-1377

CORRECTION: TSB DOES NOT APPLY TO THIS UNIT

Labor

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

Subtotal for Job #1: 39.00

Job #2 - Warranty

COMPLAINT: CHECK ELECTRICAL OUTLET FOR POWER

CORD...CUSTOMER WAS CAMPING AND IT HAD

LOOSE CONNECTIONS AND ARKED.

CORRECTION: REPLACED OUTLET DUE TO A BURNT TERMINAL SEALED TO SIDE OF TRAILER

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	26.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00

Parts

Part #	Description	Qty	Price	Total
19-1691	30A BLK STND INLET	1.00	51.11	51.11

Subtotal for Job #2: 142.11

Job #3 - Internal

COMPLAINT: ONE OF THE LP TANKS WON'T OPEN OR CLOSE

CORRECTION: TANK WAS OPEN I CLOSED AND LUBED. NOW IT WORKS FINE

Labor

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

Customer #: 51340
PERRY, SR., CRAIG E.





Subtotal for Job #3: 0.00

Job #4 - Internal

COMPLAINT: AWNING IS PULLING APART FROM THE TRAILER WHEN ROLLED OUT

CORRECTION: IT LOOKS LIKE THE SEAM IS FOLDED FLAT ON A SMALL SECTION

Labor

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

Subtotal for Job #4: 0.00

Job #5 - Internal

COMPLAINT: GUTTER LEAKING ON DOORSIDE IN SEVERAL SPOTS

CORRECTION: I DIDNT SEE ANY BREAKS IN THE GUTTER BUT I DID FIND A LARGE AMOUNT OF DEBRIS IN THE GUTTER BLOCKING THE WATER FLOW

Labor

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

Subtotal for Job #5: 0.00

Job #6 - Warranty

COMPLAINT: OUTSIDE SPEAKERS CRACKLE

CORRECTION: ORDERED 2 NEW SPEAKERS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	26.00

Parts

Part #	Description	Qty	Price	Total
6309	SPEAKER, EXTERIOR	2.00	20.40	40.80

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-SPEAKERS	1.00	15.51	15.51

Subtotal for Job #6: 82.31

Job #7 - Warranty

COMPLAINT: FRONT STORAGE COMPARTMENTS LOCKS ARE HARD TO LOCK AND UNLOCK...BOTH SIDES

CORRECTION: LUBED AND ADJUSTED BOTH FRONT COMPARTMENT LOCKS

Labor

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



Subtotal for Job #7: 26.00

Job #8 - Warranty

COMPLAINT: AWNING LIGHTS NOT WORKING UNLESS YOU
MOVE THE AWNING IN OR OUT JUST A
LITTLE...LOOSE CONNECTION???

CORRECTION: I FOUND A LOOSE CONNECTOR WHERE LIGHT STRIP PLUGS IN. I ADJUSTED PINS
ON CONNECTOR AND TAPED TOGETHER

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	TEL	65.00

Subtotal for Job #8: 65.00

Parts Total: 91.91
Labour Total: 247.00
Sublet Total: 0.00
Extras Total: 15.51
WORK ORDER TOTAL: 354.42

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: 20 Oct 2021

W/O: 65302
Promised Date: 23 OCT 21



Customer #: 51340
PERRY, SR., CRAIG E.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	778448
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CANB0MU039006
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	103 / 103
Labor rate:	\$130.00	ITEM #	CAT243RBSLE
OWNER INFORMATION		DEALER RO #	65302
CRAIG PERRY SR		CLAIM START DATE	09/28/2021
2863 CIRCLE DR		CLAIM END DATE	01/01/1900
Alton, IL 62002			
USA			
Retail Date of Purchase	05/24/2021	WARRANTY EXPIRATION DATE	05/24/2022

Claim Line Details

Labor

Line# 1	Operation Code SB-670-05-00-004081	Operational Description 51-1377 - LIPPERT VENTURE ELECTRIC ACTUATORS - INSPECT - Technical Service Bulletin/Actuator/Inspect/No Tread Code			
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-28 09:03:44 :: SLIDEROOM RECALL: TECHNICAL SERVICE BULLETIN 51-1377 TSB DOES NOT APPLY TO THIS UNIT				
	Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
	Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

Labor

Line# 2	Operation Code 40-197-01-11-001316	Operational Description 110 Volt Shore Line Power Cord - Non-Detachable, Hard Wired - Electrical/110 Volt Exterior/Replace/Electrical			
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-28 09:07:11 :: CHECK ELECTRICAL OUTLET FOR POWER CORD...CUSTOMER WAS CAMPING AND IT HAD LOOSE CONNECTIONS AND ARKED. NEED TO REPLACE THE CORD END				
	Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
	Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes

Labor

Line# 3	Operation Code 70-148-01-00-001701	Operational Description Speaker (Read Notes!!!) - Appliances/Radio/Replace/No Tread Code			
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-28 09:11:10 :: OUTSIDE SPEAKERS CRACKLE NEED TO REPLACE THE SPEAKER				
	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# 4	Operation Code	Operational Description			
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20-69-02-17-000708

Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/
Adjust/Latch**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2021-09-28 09:14:34 :: FRONT STORAGE

COMPARTMENTS LOCKS ARE HARD TO LOCK AND UNLOCK...BOTH SIDES LUBED AND ADJUSTED BOTH
FRONT COMPARTMENT LOCKS

Model #

Dlr Sub Hrs

0.20

Sub Labor Amt \$26.00

Serial #

Appr Hrs

0.20

Appr Labor Amt \$26.00

Notes**Labor**

Line# 5

Operation Code

20-78-01-11-000805

Operational DescriptionLippert Awning LED Light Strip - Exterior/Awnings (Lippert)/Replace/
Electrical**Complaint, Cause, Correction**Original Note : bhoffman@americanrvcenter.com, 2021-09-28 09:16:41 :: AWNING LIGHTS NOT WORKING
UNLESS YOU MOVE THE AWNING IN OR OUT JUST A LITTLE...LOOSE CONNECTION??? I FOUND A LOOSE
CONNECTOR WHERE LIGHT STRIP PLUGS IN. I ADJUSTED PINS ON CONNECTOR AND TAPED TOGETHER

Model #

NA

Dlr Sub Hrs

0.50

Sub Labor Amt \$65.00

Serial #

NA

Appr Hrs

0.50

Appr Labor Amt \$65.00

Notes**Submitted**

Labor Amt \$208.00

Parts & Freight \$0.00

Total \$208.00

Approved

Labor Amt \$182.00

Parts & Freight \$0.00

Total \$182.00

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.