



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
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W/O: 65305
Promised Date: 30 SEP 21



Customer #: 48063
MELVIN, MICHAEL D



CUSTOMER WORK ORDER

WO #: 65305 (Appointment Date: 23 SEP 2021 - Time: 07:00am)

Customer: 48063 - MELVIN, MICHAEL D
- 812-459-0568
Tag: UNIT NOT HERE
Author: BH
Location: 1005 CLOSE W/O

Stock #: 10979
Stock Desc: 2021 TT COACHMEN
FREEDOM EXPRESS 252RBS
Chassis #: 5ZT2FEPB3MW019512
Serial #: 5ZT2FEPB3MW019512
Mileage:
Licence:

Invoice #:
Date In: 23 SEP 21
Promised: 30 SEP 21
Date Sched:
Completed: 30 SEP 21
Warr. Date: 17 JUN 21

Job #2 - Warranty

COMPLAINT: ONE OF THE LATCHES ON THE OUTSIDE KITCHEN DOOR IS LOOSE AND DOESN'T STAY LATCHED VERY WELL WILL NOT LOCK

CORRECTION: find and bring in unit, outside kitchen door locked, DB is on cilender, pull main door cilinder to get lock # G351, get key to fit dead bolt this key works main door locks but dose not work outside kitchen door lock (LCI lock), work WD 40 in lock and let sit, retry 351 key and finly get to unlock, adjust thumb locks, by removing latch bar and taking to vice and rebending to get tight so seal will seal on door

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00
Subtotal for Job #2:			39.00

Job #3 - Warranty

COMPLAINT: CUSTOMER ADVISED THAT ONLY ONE SIDE OF THE DINING TABLE HAS VELCRO IN PLACE FOR CUSHION WHEN THE TABLE IS PUT DOWN IN TO THE TRANSPORT/BED POSITION.

CORRECTION: find vecro in parts area, cut and install on table and dinnet frame

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
Subtotal for Job #3:				13.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE BACK SPLASH IN THE KITCHEN IS COMING LOOSE.NEAR THE DOOR

CORRECTION: pull up edge of back splash work glue under and push to wall and clamp till glue set up remove clamps close up unit, pull out

Labor

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



Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES THAT ONE OF THE ROLLERS ON THE SHOWER DOOR FELL OFF. IN A DRAWER

CORRECTION: screw fell out of shower

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00

Subtotal for Job #5: 39.00

Job #6 - External

INSTALL DRAWER. SEE W/O 64540

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

Subtotal for Job #6: 0.00

Parts Total: 0.00
Labour Total: 91.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 91.00

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: 65305
Promised Date: 30 SEP 21



Customer #: 48063
MELVIN, MICHAEL D



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 783224 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2FEPB3MW019512 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 320 / 320 ITEM # FET252RBS-320 DEALER RO # 65305 CLAIM START DATE 09/30/2021 CLAIM END DATE 01/01/1900	
Labor rate: \$130.00 OWNER INFORMATION MICHAEL MELVIN 2219 CHAMPIONSHIP DR Evansville, IN 47725 USA		
Retail Date of Purchase 06/17/2021	WARRANTY EXPIRATION DATE 06/17/2022	

Claim Line Details

Labor

Line# 1	Operation Code 20-66-02-00-000664 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-30 16:37:54 :: ONE OF THE LATCHES ON THE OUTSIDE KITCHEN DOOR IS LOOSE AND DOESN'T STAY LATCHED VERY WELL WILL NOT LOCK find and bring in unit, outside kitchen door locked, DB is on cylinder, pull main door cylinder to get lock # G351, get key to fit dead bolt this key works main door locks but dose not work outside kitchen door lock (LCI lock), work WD 40 in lock and let sit, retry 351 key and finally get to unlock, adjust thumb locks, by removing latch bar and taking to vice and rebinding to get tight so seal will seal on door	Operational Description Entry Door - RV - Exterior/Entry Doors/Adjust/No Tread Code		
	Model # Serial #	Dlr Sub Hrs 0.30 Appr Hrs 0.30	Sub Labor Amt \$39.00 Appr Labor Amt \$39.00	

Notes

Labor

Line# 2	Operation Code 30-95-24-00-000947 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-30 16:39:04 :: CUSTOMER ADVISED THAT ONLY ONE SIDE OF THE DINING TABLE HAS VELCRO IN PLACE FOR CUSHION WHEN THE TABLE IS PUT DOWN IN TO THE TRANSPORT/BED POSITION. find vecro in parts area, cut and install on table and dinnet frame	Operational Description Dinette Cushions - Interior/Dinette/Repair/No Tread Code		
	Model # Serial #	Dlr Sub Hrs 0.20 Appr Hrs 0.10	Sub Labor Amt \$26.00 Appr Labor Amt \$13.00	

Notes

Time too heavy to cut 2 strips of velco and secure

Labor

Line# 3	Operation Code 30-100-24-00-001056 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-30 16:41:54 :: CUSTOMER STATES THAT THE BACK SPLASH IN THE KITCHEN IS COMING LOOSE.NEAR THE DOOR pull up edge of back splash work glue under and push to wall and clamp till glue set up remove clamps close up unit, pull out	Operational Description Backsplash - Interior/Cabinetry/Repair/No Tread Code		
	Model # Serial #	Dlr Sub Hrs 1.00 Appr Hrs 0.00	Sub Labor Amt \$130.00 Appr Labor Amt \$0.00	

Notes

Labor
Line# 4

see claim 654404 for this repair

Operation Code
60-141-24-00-003817

Operational Description
Glass Shower Hardware - Handle, Roller, Rail, Frame - Plumbing/Shower,
Tub Surround/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-30 16:42:45 :: CUSTOMER STATES THAT ONE OF
THE ROLLERS ON THE SHOWER DOOR FELL OFF. IN A DRAWER screw fell out of shower NEED TO
INSTALL IT BACK

Model #

Dlr Sub Hrs

0.80

Sub Labor Amt \$104.00

Serial #

Appr Hrs

0.30

Appr Labor Amt \$39.00

Notes

Time too heavy for repair

Submitted

Labor Amt	\$299.00
Parts & Freight	\$0.00
Total	\$299.00

Approved

Labor Amt	\$91.00
Parts & Freight	\$0.00
Total	\$91.00

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.