



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65338

CUSTOMER WORK ORDER

WO #: 65338

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BH
Location: 1105 CHECK PREAUTH

Stock #: 10563
Stock Desc: 2022 TT COACHMEN
CATALINA 192FQS
Chassis #: 5ZT2CAHC6NK003063
Serial #: 5ZT2CAHC6NK003063
Mileage: 0
Licence:

Invoice #:
Date In: 27 SEP 21
Promised:
Date Sched:
Completed: 31 OCT 21
Warr. Date:

Job #BUNKHOUSE - Internal

PRE DELIVERY INSPECTION NEW BUNKHOUSE

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
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Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	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
LPG	LP GAS	8.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BUNKHOUSE: 0.00

Job #1 - Warranty

COMPLAINT: BATTERY DISCONNECT SWITCH WONT TURN ON

CAUSE: BATTERY DISCONNECT SWITCH WONT TURN "ON".

CORRECTION: Disconnect switch mounted on frame up next to body and will not turn "ON". Could not get a socket or wrench on heads of tech screws. Had to cut off screws from back side of frame. Used a grinder and punch to remove screws from frame. Remounted switch lower on frame to allow switch to be turned "ON" and "OFF".

Labor

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

Subtotal for Job #1: 39.00

Job #2 - Warranty

COMPLAINT: RADIO NOT MOUNTED IN THE CABINET (NOD)



Customer #: 1000
BASDEN'S AMERICAN RV,

CAUSE: RADIO NOT MOUNTED IN THE CABINET (NOD)

CORRECTION: Caginet not mounted in cabinet opening. Opening too wide. Only two screws were used to mount. Those screws hit the edge of opening and fell out. Need to add wood to make width smaller. Cut wood strips and secured to sides of radio cutout to fit radio. Mounted radio in opening.

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

Job #3 - Warranty

COMPLAINT: EMERGENCY WINDOW MISSING MINI-BLIND

NOTED AT TIME OF DELIVERY

CAUSE: EMERGENCY WINDOW MISSING MINI-BLIND--NOTED AT DELIVERY.

CORRECTION: 10/15/2021: Pulled unit into shop to replace mini-blind. Wrong blind received from factory. re-ordered. 10/29/21: Moved unit into shop from sales lot. Removed window valance. Installed mini blind. Remounted window valance. Moved unit back to sales lot.

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

Parts

Part #	Description	Qty	Price	Total
F100281845	BLIND, MINI 32 X 2	1.00	10.72	10.72

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT	1.00	15.51	15.51

Subtotal for Job #3: 65.23

Job #4 - Warranty

COMPLAINT: USB OUTLET NEXT TO COUCH NOT WORKING

CAUSE: USB OUTLET NEXT TO COUCH NOT WORKING.

CORRECTION: Removed USB outlet from wall. Checked wire connections. Outlet wires connected to wrong polarity. Cut off connectors. Reconnected outlet wire to correct polarity.

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

Subtotal for Job #4: 26.00

Job #5 - Warranty

COMPLAINT: TRIM INSIDE MEDICINE CABINET WAS NEVER ATTACHED

CAUSE: TRIM INSIDE MEDICINE CABINET WAS NEVER ATTACHED.

CORRECTION: Trim was laying in bottom medicine cabinet. Attach trim with brad nails.

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

Subtotal for Job #5: 13.00



Customer #: 1000
BASDEN'S AMERICAN RV,



Job #6 - Warranty

COMPLAINT: WATER HEATER 12V WIRING NOT CONNECTED FROM THE FACTORY

CAUSE: WATER HEATER 12V WIRING NOT CONNECTED FROM THE FACTORY.

CORRECTION: Found the three 12v wires going to water heater had never been connected to water heater wires. Connected all three wires with butt splices. Checked operation of water heater on LP. Burner sparked and lit.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00
Subtotal for Job #6:			65.00

Job #7 - Warranty

COMPLAINT: OVEN WILL NOT LITE

CAUSE: OVEN WILL NOT LITE.

CORRECTION: All burners lite, but oven will not lite. Oven not sparking. Removed burner cover and top of stove. Checked oven wires. Found loose connection at solinoid valve for oven. Tightened connection and oven burner came on. Replaced burner cover and top of stove.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00
Subtotal for Job #7:			65.00

Job #8 - Warranty

AWNING LIGHT REMOTE NOT WORKING

Labor

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

Parts

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

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT	1.00	15.51	15.51

Subtotal for Job #8: 36.63

Parts Total: 18.84
 Labour Total: 299.00
 Sublet Total: 0.00
 Extras Total: 31.02
WORK ORDER TOTAL: 348.86

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: 02 Nov 2021

Customer #: 1000
BASDEN'S AMERICAN RV,

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	822113
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAHC6NK003063
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	203 / 203
Labor rate:	\$130.00	ITEM #	BCAT192FQS
OWNER INFORMATION		DEALER RO #	65338
		CLAIM START DATE	11/02/2021
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1

Operation Code	40-126-01-11-001418	Operational Description	Battery Disconnect Switch - Rotary Style - Electrical/Battery Disconnect System (Motorized)/Replace/Electrical
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-11-02 07:54:47 :: BATTERY DISCONNECT SWITCH WONT TURN ON Disconnect switch mounted on frame up next to body and will not turn "ON". Could not get a socket or wrench on heads of tech screws. Had to cut off screws from back side of frame. Used a grinder and punch to remove screws from frame. Remounted switch lower on frame to allow switch to be turned "ON" and "OFF".			
Model #		Dlr Sub Hrs	0.40
Serial #		Appr Hrs	0.30
		Sub Labor Amt	\$52.00
		Appr Labor Amt	\$39.00

Notes

AUTH FLAT .30

Labor

Line# 2

Operation Code	70-148-24-00-001705	Operational Description	Speaker Wiring - Appliances/Radio/Repair/No Tread Code
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-11-02 07:56:14 :: RADIO NOT MOUNTED IN THE CABINET (NOD) RADIO NOT MOUNTED IN THE CABINET (NOD) Caginet not mounted in cabinet opening. Opening too wide. Only two screws were used to mount. Those screws hit the edge of opening and fell out. Need to add wood to make width smaller. Cut wood strips and secured to sides of radio cutout to fit radio. Mounted radio in opening.			
Model #		Dlr Sub Hrs	0.30
Serial #		Appr Hrs	0.30
		Sub Labor Amt	\$39.00
		Appr Labor Amt	\$39.00

Notes

AUTH .30

Labor

Line# 3

Operation Code	30-99-01-00-001012	Operational Description	Mini-Blind (Read Notes!!!) - Interior/Soft Goods/Replace/No Tread Code
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2021-11-02 07:58:03 :: EMERGENCY WINDOW MISSING MINI-BLIND **NOTED AT TIME OF DELIVERY** 10/15/2021: Pulled unit into shop to replace mini-blind. Wrong blind received from factory. re-ordered. 10/29/21: Moved unit into shop from sales lot. Removed window valance. Installed mini blind. Remounted window valance. Moved unit back to sales lot.			
Model #		Dlr Sub Hrs	0.30
Serial #		Appr Hrs	0.30
		Sub Labor Amt	\$39.00
		Appr Labor Amt	\$39.00

Notes

Labor
Line# 4

AUTH

Operation Code
40-196-01-11-001309

Operational Description
Charging Center - USB & 12 Volt - Electrical/12 Volt Interior/Replace/
Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-11-02 07:59:08 :: USB OUTLET NEXT TO COUCH NOT WORKING Removed USB outlet from wall. Checked wire connections. Outlet wires connected to wrong polarity. Cut off connectors. Reconnected outlet wire to correct polarity.

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes
AUTH .20

Labor
Line# 5

Operation Code
30-102-12-00-001096

Operational Description
Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior
Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-11-02 07:59:54 :: TRIM INSIDE MEDICINE CABINET WAS NEVER ATTACHED Trim was laying in bottom medicine cabinet. Attach trim with brad nails.

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes
AUTH FLAT .10

Labor
Line# 6

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, 2021-11-02 08:01:21 :: WATER HEATER 12V WIRING NOT CONNECTED FROM THE FACTORY Found the three 12v wires going to water heater had never been connected to water heater wires. Connected all three wires with butt splices. Checked operation of water heater on LP. Burner sparked and lit.

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

Notes
AUTH

Labor
Line# 7

Operation Code
70-223-01-11-000151

Operational Description
Light Assembly - Appliances/Range, Oven (Furrion)/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-11-02 08:03:59 :: OVEN WILL NOT LITE All burners lite, but oven will not lite. Oven not sparking. Removed burner cover and top of stove. Checked oven wires. Found loose connection at solenoid valve for oven. Tightened connection and oven burner came on. Replaced burner cover and top of stove.

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

Notes

Labor
Line# 8

Operation Code
20-55-01-11-000854

Operational Description
Patio Awning Remote Lock - Exterior/Awnings - Electrical (Carefree of
Colorado)/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-11-02 08:08:32 :: AWNING LIGHT REMOTE NOT WORKING REMOTE MISSING

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

Labor Amt	\$338.00
Parts & Freight	\$0.00
Total	\$338.00

Approved

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

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.