



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
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W/O: 65409
Promised Date: 23 OCT 21



Customer #: 51300
TOWNSEND, KIMBERLY S.



CUSTOMER WORK ORDER

WO #: 65409 (Appointment Date: 05 OCT 2021 - Time: 09:00am)

Customer: 51300 - TOWNSEND,
KIMBERLY S. - 812-499-4598

Tag:

Author: BJW

Location: 1013 CHECK STATUS

Stock #: 10746

Stock Desc: (10746) 2021 COACHMEN
FREEDOM EXPRESS 192RBS

Chassis #: 5ZT2FEHBXMMW019022

Serial #: 5ZT2FEHBXMMW019022

Mileage:

Licence:

Invoice #: 368725

Date In: 04 OCT 21

Promised: 23 OCT 21

Date Sched:

Completed: 07 OCT 21

Warr. Date: 08 MAY 21

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT INTERMITTANTLY THERE IS WATER LEAKING FROM AROUND THE BASE OF THE TOILET.

CAUSE: CUSTOMER STATES THAT INTERMITTANTLY THERE IS WATER LEAKING FROM AROUND THE BASE OF THE TOILET.

CORRECTION: Checked for water leak around base of toilet. Found it leaked when you pushed on water line going to toilet. Fitting not tight enough. Removed water line and installed a new cone washer. Reinstalled water line. Checked for leaks again by pushing on water line. No leaks now.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	32.50

Parts

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL SEAL	1.00	0.24	0.24

Subtotal for Job #1: 32.74

Job #2 - Warranty

COMPLAINT: CUSTOMER THAT THE SHOWER HOSE IS LEAKING NEAR WHERE IT ATTACHED TO THE SHOWER FAUCET.

CAUSE: CUSTOMER STATES THAT THE SHOWER HOSE IS LEAKING NEAR WHERE IT ATTACHES TO THE SHOWER FAUCET.

CORRECTION: Checked shower faucet. Water is leaking out of vacuum breaker at a constant flow. Faucet needs replaced. Removed leaking faucet from shower wall. Removed water lines from back of faucet. Cleaned off all old silicone from around faucet. Connected water lines and checked for leaks. No leaks. Attached faucet to shower wall. Resealed around faucet with clear silicone.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	52.00

Parts

Part #	Description	Qty	Price	Total
10-0824	DF-SA100S-WT 4" PW	1.00	12.37	12.37

Subtotal for Job #2: 64.37





Job #3 - Internal

COMPLAINT: CUSTOMER STATES THAT THE HOT WATER CONECTION FOR THE HOT WATER IS LEAKING UNDER THE SINK. AS A RESULT, SOME OF THE WOOD IN THE AREA HAS SOME WATER DAMAGE.

CAUSE: CUSTOMER STATES THAT THE HOT WATER CONNECTION FOR THE HOT WATER IS LEAKING UNDER THE SINK. AS A RESULT, SOME OF THE WOOD IN THE AREA HAS SOME WATER DAMAGE.

CORRECTION: Removed all of customer's stuff under kitchen sink. Stuff was pushed up against water lines putting them in a bind. Checked water fittings for leaks. Both Hot and Cold fittings were dripping. Removed water lines from faucet. Installed new cone washers in both fittings. Reinstalled water lines on faucet.. Checked for leaks. No leaks found at this time.

Labor

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

Parts

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL SEAL	2.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #3: 0.00

Job #4 - External

COMPLAINT: CUSTOMER WOULD LIKE TO HAVE A PRIVACY COVER ADDED TO THE INSIDE OF THE MAIN ENTRANCE DOOR WINDOW SUCH AS A THIN SHADE.

CAUSE: CUSTOMER WOULD LIKE TO HAVE A PRIVACY COVER ADDED TO THE INSIDE OF THE MAIN ENTRANCE DOOR WINDOW SUCH AS A THIN SHADE.

CORRECTION: Installed new black "Thin Shade" on entrance door window.

Labor

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

Parts

Part #	Description	Qty	Price	Total
786037	Thin Shade_ Ready RV Window Shade for Prepped LCI Entry Doors	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Parts Total: 12.61
 Labour Total: 84.50
 Sublet Total: 0.00
 Extras Total: 0.00
WORK ORDER TOTAL: 97.11

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: 12 Oct 2021

W/O: 65409
Promised Date: 23 OCT 21



Customer #: 51300
TOWNSEND, KIMBERLY S.



Customer's Order



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	789126
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEHBXMW019022
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
		ITEM #	FET192RBS-320
Labor rate: \$130.00		DEALER RO #	65409
OWNER INFORMATION		CLAIM START DATE	10/06/2021
KIMBERLY TOWNSEND		CLAIM END DATE	01/01/1900
4315 UPPER MOUNT VERNON RD			
Evansville, IN 47712			
USA			
Retail Date of Purchase	05/08/2021	WARRANTY EXPIRATION DATE	05/08/2022

Claim Line Details

Labor

Line# 1	Operation Code 60-136-15-00-001499	Operational Description Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code		
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2021-10-06 12:03:36 :: CUSTOMER STATES THAT INTERMITTANTLY THERE IS WATER LEAKING FROM AROUND THE BASE OF THE TOILET. CUSTOMER STATES THAT INTERMITTANTLY THERE I WATER LEAKING FROM AROUND THE BASE OF THE TOILET. Checked for water leak around base of toilet. Found it leaked when oyu pushed on water line going to toilet. Fitting not tight enough. Removed water line and installed a new cone washer. Reinstalled water line. Checked for leaks again by pushing on water line. No leaks now.				
	Model #	Dlr Sub Hrs	Sub Labor Amt	\$117.00
	Serial #	Appr Hrs	Appr Labor Amt	\$32.50

Notes

loosen fitting at toilet and replace cone washer and tighten fitting 60-136-12-00-001500

Labor

Line# 2	Operation Code 60-141-01-00-001575	Operational Description Shower Faucet - Plumbing/Shower, Tub Surround/Replace/No Tread Code		
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2021-10-06 12:05:10 :: CUSTOMER THAT THE SHOWER HOSE IS LEAKING NEAR WHERE IT ATTACHED TO THE SHOWER FAUCET. CUSTOMER STATES THAT THE SHOWER HOSE IS LEAKING NEAR WHERE IT ATTACHES TO THE SHOWER FAUCET. Checked shower faucet. Water is leaking out of vacuum breaker at a constant flow. Faucet needs replaced. Removed leaking faucet from shower wall. Removed water lines from back of faucet. Cleaned off all old silicone from around faucet. Connected water lines and checked for leaks. No leaks. Attached faucet to shower wall. Resealed around faucet with clear silicone.				
	Model #	Dlr Sub Hrs	Sub Labor Amt	\$104.00
	Serial #	Appr Hrs	Appr Labor Amt	\$52.00

Notes

R&R shower faucet 60-141-01-00-001575 = 0.40

Submitted	Labor Amt	\$221.00	Approved	Labor Amt	\$84.50
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$221.00		Total	\$84.50

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.