



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65533
Promised Date: 20 NOV 21

CUSTOMER WORK ORDER

WO #: 65533 (Appointment Date: 19 OCT 2021 - Time: 09:00am)

Customer: 42536 - DUNCAN, DONALD -
(618) 383-4923

Tag:

Author: BJW

Location: 1111 CLOSE W/O

Stock #: 10479

Stock Desc: (10479) 2021 FOREST
RIVER CHEROKEE 306MM

Chassis #: 4X4TCKG20MX148051

Serial #: 4X4TCKG20MX148051

Mileage:

Licence:

Invoice #: 370414

Date In: 19 OCT 21

Promised: 20 NOV 21

Date Sched:

Completed: 12 NOV 21

Warr. Date: 02 JAN 21

Job #1 - Warranty

COMPLAINT: THE AIR CONDITIONER IS FREEZING UP. .

CORRECTION: TOOK PICS OF INSIDE OF AIRCON. TAPED UP RIGHT. RAN THE AIR FOR TWO
DAYS. COULD NOT GET IT TO FREEZE UP.

FOREST RIVE APPROVED REPAIR FOR 0.5 HRS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00

Subtotal for Job #1: 65.00

Job #2 - External

COMPLAINT: CHECK AND ADVISE ON ROOF. CUSTOMER WOULD LIKE TO KNOW IF THE SEAMS
LOOK GOOD/NORMAL.

CORRECTION: inspected roof . looks good

Labor

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

Other Services

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: LIMITED STICKERS FELL OFF OF THE FRONT OF IT

CORRECTION: ORDERED DECAL 10/21/21. REMOVED DECAL AND CLEANED OFF SURFACE.
INSTALLED NEW DECAL

FOREST RIVER APPROVED REPAIR FOR 0.4 HRS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	49.40
Z990	MISC LABOUR CODE (EXTERNAL)	BB	2.60

Parts

Part #	Description	Qty	Price	Total
F100184507	DECAL - "LIMITED"	1.00	5.39	5.39



Customer #: 42536
DUNCAN, DONALD



Other Services

Code	Description	Qty	Price	Total
FRT	UPS-DECAL	1.00	15.56	15.56

Subtotal for Job #3: 72.95

Parts Total: 5.39
Labour Total: 117.00
Sublet Total: 0.00
Extras Total: 15.56
WORK ORDER TOTAL: 137.95

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 Nov 2021

W/O: 65533
Promised Date: 20 NOV 21



Customer #: 42536
DUNCAN, DONALD



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA Labor rate: \$130.00 OWNER INFORMATION DONALD E. DUNCAN 1602 CR 1950 N Crossville, IL 62827 USA	CLAIM STATUS Authorized CLAIM 827350 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 4X4TCKG20MX148051 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 017 / 017A ITEM # ACKT306MM DEALER RO # 65533 CLAIM START DATE 11/05/2021 CLAIM END DATE 01/01/1900 WARRANTY EXPIRATION DATE 01/02/2022
Retail Date of Purchase 01/02/2021	WARRANTY EXPIRATION DATE 01/02/2022

Claim Line Details

Labor

Line# 1	Operation Code 70-159-24-00-001901	Operational Description AC Duct - Appliances/Roof AC (Dometic, Duo-Therm)/Repair/No Tread Code Complaint, Cause, Correction Original Note : bjwright@americanrvcenter.com, 2021-11-05 10:08:31 :: THE AIR CONDITIONER IS FREEZING UP. REMOVED CEILING PLENUM AND FOUND THAT A/C WAS NOT TAPED UP PROPERLY ALLOWING AIR TO MIX AND FREEZE. TOOK PICS OF INSIDE OF AIRCON. TAPED UP RIGHT. RAN THE AIR FOR TWO DAYS. COULD NOT GET IT TO FREEZE UP.								
	Model # Serial #	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Dlr Sub Hrs</td> <td style="width: 10%;">0.70</td> <td style="width: 30%;">Sub Labor Amt</td> <td style="width: 30%;">\$91.00</td> </tr> <tr> <td>Appr Hrs</td> <td>0.50</td> <td>Appr Labor Amt</td> <td>\$65.00</td> </tr> </table>	Dlr Sub Hrs	0.70	Sub Labor Amt	\$91.00	Appr Hrs	0.50	Appr Labor Amt	\$65.00
Dlr Sub Hrs	0.70	Sub Labor Amt	\$91.00							
Appr Hrs	0.50	Appr Labor Amt	\$65.00							
	Notes thank you									

Labor

Line# 2	Operation Code 20-43-24-00-000589	Operational Description Die Cut, Stripe, Decal, Graphic - Exterior/Exterior Miscellaneous/Repair/No Tread Code Complaint, Cause, Correction Original Note : bjwright@americanrvcenter.com, 2021-11-05 10:21:51 :: THE LIMITED EMBLEM ON THE NOSE OF THE UNIT HAS LETTERS THAT ARE FALLING OFF AND OTHERS THAT ARE LOOSE INSPECTED EMBLEM AND SAW THAT LETTERS ARE MISSING AND OTHERS ARE FALLING OFF. REMOVED DECAL AND CLEANED OFF SURFACE. INSTALLED NEW DECAL								
	Model # Serial #	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Dlr Sub Hrs</td> <td style="width: 10%;">0.40</td> <td style="width: 30%;">Sub Labor Amt</td> <td style="width: 30%;">\$52.00</td> </tr> <tr> <td>Appr Hrs</td> <td>0.40</td> <td>Appr Labor Amt</td> <td>\$52.00</td> </tr> </table>	Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00	Appr Hrs	0.40	Appr Labor Amt	\$52.00
Dlr Sub Hrs	0.40	Sub Labor Amt	\$52.00							
Appr Hrs	0.40	Appr Labor Amt	\$52.00							
	Notes thank you thank you									

Submitted	Labor Amt	\$143.00	Approved	Labor Amt	\$117.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$143.00		Total	\$117.00

DEALER
SIGNATURE

DATE

CUSTOMER
SIGNATURE

DATE