



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65674
Promised Date: 20 NOV 21



Customer #: 44373
Benthall, Tod



CUSTOMER WORK ORDER

WO #: 65674 (Appointment Date: 01 NOV 2021 - Time: 07:00am)

Customer: 44373 - Benthall, Tod -
812-549-5371

Tag:

Author: BJW

Location: 1105 CHECK STATUS

Stock #: 10908

Stock Desc: (10908) 2022 FOREST

RIVER CHEROKEE GREY WOLF 26DBH

Chassis #: 4X4TCKB24NK077653

Serial #: 4X4TCKB24NK077653

Mileage:

Licence:

Invoice #: 370058

Date In: 01 NOV 21

Promised: 20 NOV 21

Date Sched:

Completed: 04 NOV 21

Warr. Date: 28 SEP 21

Job #1 - Warranty

COMPLAINT: CUSTOMER WENT CAMPING THIS PAST WEEKEND AND COULD NOT GET THE FURNACE TO COME ON. THE THERMOSTAT WOULD NOT POWER UP AND GIVE A READING AT ALL.

CORRECTION: I CHECKED THE THERMOSTAT ON THE WALL AND FOUND THAT IT HAD POWER, BUT NO GROUND. I PULLED THE FURNACE OUT AND FOUND THAT THE GROUND WIRE WAS NOT HOOKED UP TO ANYTHING. LOOKS LIKE IT WAS PULLED OUT OF THE CONNECTOR. I HOOKED UP THE GROUND WIRE AND TESTED TO SEE IF THE THERMOSTAT WOULD POWER UP. IT DID, SO I REINSTALLED THE FURNACE AND TESTED IT. FURNACE IS WORKING AS IT SHOULD NOW.

Labor

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	13.00	13.00

Subtotal for Job #1: 78.00

Job #2 - External

COMPLAINT: CUSTOMER REQUESTS TO HAVE THE 7 WAY CABLE REPLACED ON THE TRAILER END DUE TO IT BEING DRUG ON THE GROUND AND DAMAGING THE INSULATION.

CORRECTION: CHANGED THE 7-WAY AND CORD ON TRAILER.

Labor

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

Parts

Part #	Description	Qty	Price	Total
14637	7WAY PLASTIC TRL END	1.00	N/C	N/C

Subtotal for Job #2: 0.00

Job #LP - External

COMPLAINT: FILL LP

CORRECTION: NO LP

Labor

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



Other Services

Code	Description	Qty	Price	Total
LPG	LP GAS	0.00	N/C	N/C

Subtotal for Job #LP: 0.00

Parts Total: 0.00

Labour Total: 65.00

Sublet Total: 0.00

Extras Total: 13.00

WORK ORDER TOTAL: 78.00

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: 09 Nov 2021

W/O: 65674
Promised Date: 20 NOV 21



Customer #: 44373
Benthall, Tod



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	828335
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKB24NK077653
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017C
Labor rate:	\$130.00	ITEM #	CCKT26DBH
OWNER INFORMATION		DEALER RO #	65674
TOD W BENTHALL		CLAIM START DATE	11/05/2021
		CLAIM END DATE	01/01/1900
5622 BETHANY CHURCH RD			
Boonville, IN 47601			
USA			
Retail Date of Purchase	09/28/2021	WARRANTY EXPIRATION DATE	09/28/2022

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	70-507-24-00-002111	Furnace Duct - Appliances/Ducting/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-11-05 17:54:09 :: CUSTOMER WENT CAMPING THIS PAST WEEKEND AND COULD NOT GET THE FURNACE TO COME ON. THE THERMOSTAT WOULD NOT POWER UP AND GIVE A READING AT ALL. I CHECKED THE THERMOSTAT ON THE WALL AND FOUND THAT IT HAD POWER, BUT NO GROUND. I PULLED THE FURNACE OUT AND FOUND THAT THE GROUND WIRE WAS NOT HOOKED UP TO ANYTHING. LOOKS LIKE IT WAS PULLED OUT OF THE CONNECTOR. I HOOKED UP THE GROUND WIRE AND TESTED TO SEE IF THE THERMOSTAT WOULD POWER UP. IT DID, SO I REINSTALLED THE FURNACE AND TESTED IT. FURNACE IS WORKING AS IT SHOULD NOW.			
	Model #	Dlr Sub Hrs	0.70	Sub Labor Amt \$91.00
	Serial #	Appr Hrs	0.50	Appr Labor Amt \$65.00
	Notes			
	repair ground wire on the furnace			

Submitted	Labor Amt	\$91.00	Approved	Labor Amt	\$65.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$91.00		Total	\$65.00

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.