

BASDEN RV CENTER, INC dba AMERICAN RV
600 E. Baseline Rd.
Evansville, IN
US
47725
812-867-5200

WARRANTY CLAIM # 79780
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER
Customer: 27105 - MICHAEL DUBBER
Address: 10538 STEPHANIE LANE EVANSVILLE, IN

47712

Phone: 812-454-0271

Stock Number: 11511 - 2025 CATALINA 243RBSLE 5ZT2CANB8SN300860

VIN: 5ZT2CANB8SN300860 HIN: SER#: 5ZT2CANB8SN300860

Mileage: 0 Work Order Comp: 22 MAY 26

Auth. No: Dealer #:

Warr. Date: 03 NOV 25 Work Order Date: 30 APR 26 Inv #: 430429

WO # Job # Description JOB INFORMATION

79780 1 DOOR CODE IS: 1253 CUSTOMER ADVISES THAT THE INTERIOR LIGHTS
WILL NOT DIM. THEY USED TO. CUSTOMER TURNED ON CEILING FAN/VENT
VAN AND THE LIGHTS WENT BRIGHT ON THEIR OWN AND HAVE NOT DIMMED
SINCE.
Pulled unit up to the shop and plugged into shore power. Turned
on the lights and the lights won't dim. Pulled the inside shroud
from the vent and confirmed the lights are sharing a power source
with the fan. Called tech support for the light switch. Tech
support states the light switch was hooked up incorrectly and
when the fan was turned on, it damaged the dimmer switch. The
switch will need to be replaced. Received the new switch from
parts. Printed off wiring diagram from the manufacturer. Grabbed
another technician to verify that I was hooking up the switch
correctly. The original switch was hooked up correctly.
Installed the new switch the same way. The light dimmer worked
until i turned the exhaust fan on. Then, the dimmer failed like
the original switch. Called tech support for the switch and spoke
with Tammy again. Tammy spoke with her manager and told us to
check voltage from the fan we we turn it on. She also said we
need another switch. The voltage drops .5 when the fan is turned
on. This is normal. We are thinking the exhaust fan is back
feeding a small amount of voltage through the dimmer switch and
is popping the fuse built into the circuit board. We are now
thinking about pulling power from another source to prevent
damaging another switch. Sent parts request for another switch.
Pulled unit up to the shop again and plugged into shore power.

Claim : 79780

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WO #      Job #   Description      JOB INFORMATION
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          2      Cut an access hole under the main control panel. Removed the push
          button light above the sink that I'll be pulling power from. Took
          fish tape and push through the access hole. There's a support
          beam that I'm hitting. Removed batten strips and the panel under
          the cabinets. Cut a Section out of the support beam so I can run
          a section of new wire from the light to the dimmer switch. Ran
          and secured the wire to the light. Hooked up the new dimmer
          switch and tested the lights. All lights are dimming and the
          light i pulled power from is working. Secured the panel to the
          bottom of the cabinets. The batten strips were damaged during
          removal. Found a batten strip in the shop and cut to length.
          Installed batten strips. Secured the light, light switch, and the
          main controll panel to the wall. Cleaned up mess and tools.
          Typed notes.
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79780      2      DOOR CODE IS 1253 THE WALL PANEL DIRECTLY BEHIND THE SOFA IS
          SPLIT AND IS NOT ALIGNED PROPERLY.
          Pulled the couch out of the way. Grabbed a Brad nailer and tried
          to secure the panel. The support beam is too far away from the
          panel. There is nothing to secure the panel to. I will need to
          add another support beam. THE WINDOW WILL HAVE TO BE REMOVED FOR
          ME TO ADD A SUPPORT BEAM.
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Part No      Job#   Description      PARTS      Qty      Price      Total
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F100595380      1      SWITCH, DIMMER EL AH-SLD-5-HS01 1      1.00      32.14      32.14
F100595380      1      SWITCH, DIMMER EL AH-SLD-5-HS01 1      1.00      32.14      32.14
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Lab Code     Job#   Description      LABOUR      Hrs      Rate      Total
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Z990         1      MISC LABOUR CODE (EXTERNAL)      1.00      195.00      195.00
Z990         1      MISC LABOUR CODE (EXTERNAL)      0.40      195.00      78.00
Z990         1      MISC LABOUR CODE (EXTERNAL)      0.30      195.00      58.50
Z990         1      MISC LABOUR CODE (EXTERNAL)      0.00      195.00      0.00
Z990         1      MISC LABOUR CODE (EXTERNAL)      1.20      195.00      234.00
Z990         1      MISC LABOUR CODE (EXTERNAL)      0.00      195.00      0.00
Z990         1      MISC LABOUR CODE (EXTERNAL)      1.70      195.00      331.50
Z990         2      MISC LABOUR CODE (EXTERNAL)      0.00      195.00      0.00
Z990         2      MISC LABOUR CODE (EXTERNAL)      0.00      195.00      0.00
Z990         2      MISC LABOUR CODE (EXTERNAL)      0.10      195.00      19.50
Z990         2      MISC LABOUR CODE (EXTERNAL)      0.10      195.00      19.50
Z990         2      MISC LABOUR CODE (EXTERNAL)      1.70      195.00      331.50
Z990         2      MISC LABOUR CODE (EXTERNAL)      0.60      195.00      117.00
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Excode      Job#   Description      EXTRAS      Qty      Price      Total
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FRT         1      UPS-DIMMER SWITCH      1.00      16.83      16.83
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