

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

WARRANTY CLAIM # 73156
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER

Customer: 48594 - CRAIG MUETH

Address: 11800 SEIB RD
EVANSVILLE, IN
47725

Phone: 812-454-8333

Stock Number: 2024 HERITAGE GLEN 310BHI

VIN:

HIN:

SER#: 4X4TWBG26RU025421

Mileage:

Work Order Comp: 09 APR 24

Auth. No:

Dealer #:

Warr. Date:

Work Order Date: 23 MAR 24

Inv #: 402818

WO # Job # Description JOB INFORMATION

73156 1 FRESH WATER TANK WILL NOT FILL UP AND THEN DRAINS OUT THE OVER
 FLOW WHILE DRIVING FROM THE FILL STATION TO CAMPSITE
 Fresh tank drain full sensor mounted to high up
 Hooked hose to fresh water connection then turned on the water.
 Waited a few seconds, then looked around for any water leaks.
 Found water coming from the fresh tank drain. Shut off the drain
 then kept filling with water but found no leaks. Let the fresh
 tank fill when it got full it came out of the over flow but the
 gage showed 2/3 full. Pulled down the underbelly, took pictures of
 the tank sensors on the fresh tank. The orange wire for the full
 was at the same height as the over flow. Got a new tank sensor.
 Measured the 2/3 level at 3 inches from the bottom of the tank and
 the full was at 5 inches, the same as the over flow. Measured 4
 inches from the bottom and drilled a hole for the new tank
 sensor. Mounted the new tank sensor then filled the fresh tank
 till the sensor read full. No water came from the over flow.

73156 5 THE LP REGULATOR WILL NOT ADJUST
 Lp regulator maxed out
 Did an lp drop test and the lp regulator was maxed out. Couldn't
 get the lp regulator to go above 10.5 on the manometer. Got a new
 lp regulator from parts department. Removed the bad lp regulator
 and placed in the warranty department. Installed the new lp
 regulator, did the lp drop test but didn't have to adjust the new
 regulator to 11wc. Regulator was already set.

Claim : 73156

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WO #      Job #   Description      JOB INFORMATION
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73156      4      THE DOOR SIDE SLIDE ROOM OUTLET DOES NOT WORK
                No power source
                Checked all 120v outlets and the outlet on the outside of the
                slideroom has no power. Followed the wire to the underbelly but
                there's no 120v power leading to the slideroom.

73156      2      THE TANKLESS WATER HEATER WILL NOT STAY LIT WHILE TAKING A SHOWER
                BUT WORKS FINE FOR WASHING HANDS IN A SINK
                Filled fresh tank to 1/3full, then turned on the water
                pump.Turned on the lp tanks, then the water heater. Went to the
                shower,bathroom faucet, kitchen faucet and put a thermometer in
                the water, and let the water run. All those faucets showed a
                temperature of 117-120, and the water heater was set to 120
                degrees. Only the hot water side was turned on and no cold side.
                But when both hot and cold are on, then the E1 codes appears with
                the water pump on and not city water. Started an lp drop test.
                Filled out the paperwork for the lp drop test. Adjusted the lp
                regulator, and it maxed out at 10.5, but the manometer needle
                would fluctuate between 10 and 10.5. Changed the lp regulator
                with a different style of regulator. Did the lp drop test again,
                had better flow rate. Turned off the water pump and turned on the
                city water connection. Turned on the shower again but the monitor
                didn't throw any codes. Called suburban.

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Part No      Job#   Description      PARTS      Qty      Price      Total
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601220        1   SCREW IN SENSOR PROBE      1.00      1.07      1.07
172036        5   MEGR-253P LP REGULATOR 2-STAGE 1.00     62.63     62.63
103089        4   Terminal - Molex - COC-1 - Cross 1.00      3.25      3.25
19-2931        4   15 Amps/ 15 Amps; Single; Double 1.00     26.93     26.93

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Lab Code Job#   Description      LABOUR      Hrs      Rate      Total
*****
Z990      1   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      1   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      1   MISC LABOUR CODE (EXTERNAL)      0.30     170.00     51.00
Z990      5   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      5   MISC LABOUR CODE (EXTERNAL)      0.40     170.00     68.00
Z990      4   MISC LABOUR CODE (EXTERNAL)      0.10     170.00     17.00
Z990      4   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      4   MISC LABOUR CODE (EXTERNAL)      2.00     170.00    340.00
Z990      4   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      2   MISC LABOUR CODE (EXTERNAL)      0.00     170.00      0.00
Z990      2   MISC LABOUR CODE (EXTERNAL)      0.50     170.00     85.00

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Excode Job#   Description      EXTRAS      Qty      Price      Total
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SS      1   SHOP SUPPLIES      1.00      0.00      0.00

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Parts Total:	93.88
Labour Total:	561.00
Sublet Total:	0.00
Extras Total:	0.00

Customer Signature: _____

Date: _____