



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 73782
Promised Date:
24 MAY 24

CUSTOMER WORK ORDER

WO #: 73782 (Appointment Date: 28 MAY 2024 - Time: 11:00am)

Customer: 54474 - GAST, CHARLES E. - Stock #: 11306

502-599-7678

Tag:

Author: BJW

Location: 0615 CHECK WITH
WARRANTY OR TECH

Stock Desc: 2024 TT COACHMEN

REMOTE RMT17R

Chassis #: 5ZT2RMFC6RL016897

Serial #: 5ZT2RMFC6RL016897

Mileage:

Licence:

Invoice #:

Date In: 28 MAY 24

Promised: 31 MAY 24

Date Sched:

Completed: 13 JUN 24

Warr. Date: 07 MAR 24

Job #1 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE DOOR SIDE SEEMS TO BE SETTING LOWER THAN THE OFF DOOR SIDE. CUSTOMER LOOKED UNDER UNIT AND FOUND THAT THE SUSPENSION APPEARS TO BE DAMAGED ON THE DOOR SIDE. INSPECT AND ADVISE. WE NEED TO DETERMINE IF REPAIR WILL BE COVERED BY COACHMEN OR IF CUSTOMER NEEDS TO CONTACT INSURANCE COMPANY.

CAUSE: Measurements

CORRECTION: Pulled measurements on the frame and filled out the paperwork.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	34.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	119.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	102.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 255.00

Job #2 - Internal

GREG DAMAGED TOUNGE JACK

Labor

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

Parts

Part #	Description	Qty	Price	Total
3291	3500# STROMBERG ELEC JACK -BULK	1.00	N/C	N/C

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: We would be willing to provide the customer with one spring w/U-bolts and cover the cost of shipping. We are also willing to assist with covering 1.25 hours labor to replace the spring

CAUSE: Damaged leaf spring

CORRECTION: Jacked up the camper on the door side, then unbolted the wheel. Unbolted the leaf spring



Customer #: 54474
GAST, CHARLES E.

from the shackles and unbolted the u bolts from the axle. Received the parts and unboxed. Bolted in the new leaf spring to the axle and the shackles. Torqued all the hardware to spec. Bolted on the wheel and torqued. Took pictures of disassembled and the old and new leaf side by side. Set the camper down from the jack.

Labor

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	212.50
Subtotal for Job #3:			212.50

Job #4 - Warranty

COMPLAINT: TIME TO R&R AXLE HANGER APPROVED BY LIPPERT VCB Hello Debra Based on the information sent into the case, the curbside rear hanger measurement is out by 1/8". I can authorize to move the curbside rear hanger only (forward 1/8"), 2.5 hr labor. This is pending still need frame serial tag. Also, the axle bottoming out and denting the frame would not be an LCI concern, as the hangers being off would not create this condition. Thank you, Paul W. Lippert Customer Care Center Tech Agent p: 432.LIPPERT

CAUSE: f: 574.534.7161

Labor

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	198.90
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	226.10
Subtotal for Job #4:			425.00

Parts Total: 0.00
Labour Total: 892.50
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 892.50

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: 13 Jun 2024

W/O: 73782
Promised Date: 31 MAY 24

Customer #: 54474
GAST, CHARLES E.