

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

WARRANTY CLAIM # 75641
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER
Customer: 38895 - ERIN ROBINSON
Address: 10283 PERRY BLVD
SUMNER, IL
62466
Phone: (618) 838-4601
Stock Number: 11416 - 2024 CATALINA 293QBCKLE 5ZT2CAUB1RX032413
VIN: 5ZT2CAUB1RX032413 HIN: SER#: 5ZT2CAUB1RX032413
Mileage: 0 Work Order Comp: 09 DEC 24
Auth. No: Dealer #:
Warr. Date: 22 OCT 24 Work Order Date: 05 DEC 24 Inv #: 412587

WO # Job # Description JOB INFORMATION

75641 4 CUSTOMER ADVISES THAT THERE IS A SPOT ON THE DOOR SIDE FRONT
LOWER CORNER THAT HAS A VOID IN THE SEALANT.
Sealer had shrunk
Inspected the front lower corner found the sealer had shrunk and
pulled away from the corner trim. Peeled off the sealer the taped
off the area then applied new silicone to the corner trim to the
cap.

75641 1 CUSTOMER ADVISES THAT THERE IS A SPOT IN THE SEALER ON THE DOOR
SIDE WHERE THE NOSE CAP MEETS THE RUBBER MEMBRANE THAT LOOKS
LIKE IT IS NOT SEALED PROPERLY. NOTE: THIS UNIT HAS BEEN
WINTERIZED PER CUSTOMER.
Sealer had shrunk
Found the spot where the sealer was not covering. Removed the
sealer then applied new sealer to the area.

75641 2 CUSTOMER ADVISES THAT UNIT HAS BEEN LEAKING UNDER THE KITCHEN
SINK. CUSTOMER CAN SEE STAINS WHERE IT HAS BEEN LEAKING
Pink antifreeze stains on the linoleum from previous winterizing
Dewinterize the camper on other job line and winterized. Filled
the fresh tank 1/3 full then turned the water pump on and let the
kitchen sink fill. Inspected the water lines while filling the
sink. No leaks had occurred, but the only type of water stains
was dried pink antifreeze on the floor. Got with service writer
to contact the customer about a more detailed area of where the
leak had happened. Customer had explained it was near the water

Claim : 75641

 WO # Job # Description JOB INFORMATION

heater and water pump on the floor. After hearing what the customer had said, there was no leaks. Only dried antifreeze stains on the flooring.

75641 3 CUSTOMER UNSURE IF SLIDE ROOM IS ADJUSTED PROPERLY. THIS IS MOST NOTICABLE WHEN THE ROOM IS ALL THE WAY OUT.
 Loose hardware
 Ran the slideroom out checked all measurements and checked the measurements with the slideroom in. Checked all bolts for alignment were it was marked from factory. Did find a bolt loose on the rear track arm. Had to align the track mounts were they use to set then tightened. Adjusted the worm gear to pull and push the slideroom till it sealed.

75641 5 CUSTOMER ADVISES THAT THE CAP OVER THE SHORE POWER PORT FLIPS UP WHILE CUSTOMER IS DRIVING DOWN THE ROAD.
 Butyl tape being an obstruction
 Cleaned off the butyl tape then inspected for other obstructions. Plugged cover needs a firm push for a secure fit.

75641 6 THE LEFT REAR TAIL LAMP ILLUMINATES WHEN UNIT IS HOOKED TO SHORE POWER. THE LIGHT IS NOT VERY BRIGHT, BUT IT DOES COME ON.
 Lockout on the touch pad control
 Plugged in the shore power then tested the left taillight. Taillight didn't light up when shore power was plugged in. Did further research and found that when the brake light is lit things such as the slideroom, awning will not function do to the lockout. To test the lockout ,put volt meter to the lockout then activated the brake light. When the brake light was lit the lockout wire had 13.6 volts. Disconnected the lockout wire to resolve the brake light from being lit, because of the lockout wire was back feeding power to the brake light and causing this issue.

 Part No Job# Description PARTS Qty Price Total

 219088 4 SILICONE II BLACK 1.00 11.99 11.99

 Lab Code Job# Description LABOUR Hrs Rate Total

 Z990 4 MISC LABOUR CODE (EXTERNAL) 0.00 170.00 0.00
 Z990 1 MISC LABOUR CODE (EXTERNAL) 0.20 170.00 34.00
 Z990 2 MISC LABOUR CODE (EXTERNAL) 0.00 170.00 0.00
 Z990 2 MISC LABOUR CODE (EXTERNAL) 0.10 170.00 17.00
 Z990 2 MISC LABOUR CODE (EXTERNAL) 0.10 170.00 17.00

Claim : 75641

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Lab Code  Job#  Description      LABOUR      Hrs      Rate      Total
*****
Z990      2    MISC LABOUR CODE (EXTERNAL)      0.60     170.00     102.00
Z990      3    MISC LABOUR CODE (EXTERNAL)      0.00     170.00       0.00
Z990      3    MISC LABOUR CODE (EXTERNAL)      0.24     170.00      40.80
Z990      3    MISC LABOUR CODE (EXTERNAL)      0.76     170.00     129.20
Z990      3    MISC LABOUR CODE (EXTERNAL)      0.50     170.00      85.00
Z990      5    MISC LABOUR CODE (EXTERNAL)      0.30     170.00      51.00
Z990      6    MISC LABOUR CODE (EXTERNAL)      0.70     170.00     119.00
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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:      11.99
Labour Total:     595.00
Sublet Total:       0.00
Extras Total:       0.00

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>>>>> Claim Total:      606.99

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Customer Signature: _____

Date: _____