

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

WARRANTY CLAIM # 77027
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER
Customer: 53436 - DAVID NELLIS
Address: 2310 JAMAICA CT EVANSVILLE, IN

47725

Phone: 812-774-3970

Stock Number: 2024 WILDWOOD

VIN:

HIN:

SER#: 5ZT2WDGC1RN501833

Mileage:

Work Order Comp: 30 JUL 25

Auth. No:

Dealer #:

Warr. Date:

Work Order Date: 16 JUN 25

Inv #: 420463

WO # Job # Description JOB INFORMATION

77027 3 THIS UNIT CAME WITH A BLUETOOTH SPEAKER AND CUSTOMER ADVISES THAT IT WILL NO LONGER HOLD A CHARGE. Bluetooth Speaker doesn't hold a charge... Checked for power at charging station and had 5.1v which is correct. Hooked speaker up to my mini USB cord and it shows charge taking. While it's hooked upto the Docking Charger it shows the battery is Full Charged with 4 lights but as soon as you take it off the Docking Station it goes off... and shows no voltage on the charging/power contacts which tells me the internal battery has bad cells in it.

77027 1 CUSTOMER ADVISES THAT HE NOTICED THAT ON A RECENT CAMPING TRIP HE NOTICED WATER LEAKING IN THROUGH THE REAR SIDE OF THE OFF DOOR SLIDE ROOM. HE ALSO SAW SIGNS OF WATER LEAKING IN AT THE FRONT OF THE SAME SLIDE ROOM. Leak in frontside and backside of slideroom... Fully extended replaced slideroom out and Retrieved stairs and looked seals over and find no visible damages. Looked on the interior for water marks and did find warped wood at the base on the rear end and bottom of slideroom at floor. Also rusted screws. Closed unit up and moved it outside to water test it. Leveled the unit out and hooked up a sprinkler to my hose and positioned it where it hits the slideroom and roof. After a few minutes of sprinkler running i noticed a puddle on the frontside of slideout and located the water mark at bottom corner where the water is riding the bottom brackets of slideroom outside and

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right into the unit. Cleaned water puddles and ran slideroom in and looked at the rail closer and no sealant closest to the inside on either side. And found one damaged lip seal. Ran silicone down the rails to see if that will stop in from riding in heavily because it had a valley channel to ride. Letting dry over night and will water test it again in morning. Added a little more silicone to rail to make water roll off of brackets. Ran water sprinkler on unit slideroom and no water made it's way in. Make a note with customer to make sure the unit is leveled while slideroom is in use because no slideout is 100% sealable.

77027 4 CUSTOMER ADVISES THAT THE REFRIGERATOR AND FREEZER DON'T SEEM TO BE GETTING AS COLD AS SHE FEELS THAT IT SHOULD BE. Freion Leaks, low Freion.
 Made sure there is efficient power to Fridge. Turned Frrezer up to 4 outta 5 and put thermometer in it and turned Fridge to 12v setting. Checked freezer temp and had 12 degrees and 9.5 degrees in the freezer and Fridge had 53 degrees. After 45mins I went back into the fridge and freeze to pull temps and got -1.2 degrees in freezer and 49 degrees in fridge. Ben the Writer gave me Warrenty check paperwork to go thru and filled out . Came in n3xt morning and the Freezer made ice so it's cooling efficiently but fridge is still out of range sitting at 47 degrees so it's a circulation deal. Pulled the glass shelf and rear panel in freezer and fan engaged but no flow to the fridge. After speaking with Ben in regards to the Warrantly paperwork not matching the Fridge, I waited for 20mins for him to bring me a new set of Warrantly Paperwork. Warrantly procedure recommended to set the Freezer on 2 and the Fridge on 5, which I did. After pulling fridge and rear panels I noticed 2 spots where the Freon had been leaking. Passed info and pics thru Ben and Warrently and submitted part request. Removed Fuse and disconnected power to Fridge. And put cover panels back onto Fridge. Received new fridge from parts. Pulled unit into bay. Opened unit. Pulled old fridge from its cubby and removed from unit. Opened new fridge and made sure it was correct. Dollied the new fridge into unit and into place, wired Fridge with crimped connectors and set it up into its cubby hole and inserted 15A fuse to tested power to it which it worked so I mounted it into place and let run while I took my lunch break. Came back and hr later and Freezer walls were cold and fridge felt like it was cooling properly also. Put label on old fridge and put in Warrently area.

Part No	Job#	Description	PARTS	Qty	Price	Total
F100348042	3	BLUE TOOTH SPEAKER, WITH CHARGING		1.00	114.05	114.05

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Part No      Job#  Description          PARTS          Qty      Price      Total
*****
500627       1   CLEAR SIKASIL PLUS          1.00      9.17      9.17
F100327288  4   REFRIGERATOR, 10 CUFT, 12 VOLT, G 0.00    913.65      0.00
11635       4   FURRIION REFER              1.00   1458.46  1458.46
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*****
Lab Code     Job#  Description          LABOUR          Hrs      Rate      Total
*****
Z990         3   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         3   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         3   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         1   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         1   MISC LABOUR CODE (EXTERNAL) 0.40    185.00     74.00
Z990         1   MISC LABOUR CODE (EXTERNAL) 0.40    185.00     74.00
Z990         1   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.77    185.00    142.45
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.23    185.00     42.55
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.50    185.00     92.50
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
Z990         4   MISC LABOUR CODE (EXTERNAL) 0.00    185.00      0.00
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*****
Excode      Job#  Description          EXTRAS          Qty      Price      Total
*****
FRT         3   UPS-SPEAKER          1.00     15.40     15.40
FRT         4   R&L FREIGHT - REFER  1.00    108.10    108.10
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Parts Total: 1,581.68
Labour Total: 425.50
Sublet Total: 0.00
Extras Total: 123.50

>>>> Claim Total: 2,130.68

Customer Signature: _____

Date: _____