

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

WARRANTY CLAIM # 78523
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER
Customer: 49259 - DANIEL SIMPSON
Address: 7383 S SUNRISE DRIVE FORT BRANCH, IN

47648

Phone: 812-632-0018

Stock Number: 11549 - 2025 CATALINA 283RKSLE 5ZT2CATB8SX034120

VIN: 5ZT2CATB8SX034120 HIN:

SER#: 5ZT2CATB8SX034120

Mileage: 0

Work Order Comp: 11 DEC 25

Auth. No:

Dealer #:

Warr. Date: 21 NOV 25

Work Order Date: 20 NOV 25

Inv #: 425171

WO # Job # Description JOB INFORMATION

78523 4 When power goes in the microwave it shut off
Power transfer switch is wired up poorly. Bad transfer switch...
I found that the wires had not been stripped back far enough
inside the transfer switch. The insulation was under the screws
on all of the contacts. I also found that the primary and
secondary had been installed on the wrong studs. I fixed the
wiring and moved the primary and secondary. Now the microwave
stays on like it should. I plugged in a heat gun with the temp
set to low on the fireplace outlet. As soon as the heat gun was
turned on, the power dropped outlet. I could not run a fan or
lamp on this outlet. I changed out the transfer switch. Now the
microwave works, and I can run a heat gun on the fireplace
outlet. As soon as the fireplace turns on, the outlet shuts off.
We called the manufacturer. They will have to get a new transfer
switch for this unit. I wired up both the microwave and the
fireplace to the same screw inside the transfer switch. We let
the customer know that they can't run both things at the same
time. This will trip the breaker if they do. I put the fireplace
back in the wall. I tested the fireplace and the microwave on
their own. They are both working . Unit has a bad transfer switch
which i pulled a donor from a lot unit and took to Greg to
install on Original unit. Took transfer switch from the Catalina
ending in 301263. Part requesting new transfer switch.

78523 5 REMOTE FOR THE FIRE PLACE IS MISSING
Fireplace remote missing

Claim : 78523

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WO #      Job #      Description      JOB INFORMATION
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          The remote was missing so I took it out of a lot unit
          ss#5zt2caxb5tx036287. And it works properly now

78523      3      Hot and cold lines mixed
          Hot a d cold lines mixed up
          Could not get hot out of the hot side of faucet it was coming out
          of the cold. The city inlet line was connected to the hot line.
          So we switched them lines and it works properly now

78523      6      THE BATHROOM DOOR IS LOWER ON THE OFF-HENGE SIDE AT THE TOP.
          The board behind the plastic trim molding had a bad spot where
          the door hinge was screwed in.
          I found that both top screws had nothing holding them in the
          wall. I removed the screws and tried using wall anchors. The wall
          anchors did not hold at all. I removed the door. I removed the
          plastic trim. I found that the inner wall board had a knot around
          the area of the hinge. I had to pull the wall board off on the
          edge. I added a 2x4 block on the back side of the door frame. I
          was able to put the trim back up and mount the door to the door
          frame again. I replaced the upper door hinge screws with 2-1/2"
          screws. The new screws are now going all the way into the new 2x4
          block inside the wall. I also spaced the striker plate out a
          little to get the door to latch better. I stapled the plastic
          trim back to the wall as needed to hold it in place.

78523      7      CUSTOMER ADVISES THAT WATER POORS OUT FROM UNDER THE DOOR WHEN
          TAKING A SHOWER.
          I checked the all of the sealer around the shower and it all
          looks good. I check the drain under the shower and found that it
          was loose.
          I tightened the drain and drain check valve. I could not find
          anything else wrong with the system. The system will need to be
          de-winterized to check for water leaks. It will have to be
          winterized again afterwards. We found out that the shower leak
          is from the shower door track. Customer states that when they
          fill the shower door track up with water, it leaks out onto the
          floor. I removed the insert trim from both sides. A sealed up the
          lower sections on both sides. A sealed up along the side of the
          door track. I cleaned out excess silicone from the drain holes. I
          reinstalled the insert trim on the two sides. I sealed up the
          bottom edge of the insert trim. There are no other possible
          openings that can be sealed.

78523      8      THE DOOR KNOB ON THE BATHROOM DOOR IS NOT VERY SECURE.
          Screws were loose on door handle
          I tightened up the screws on the door handle.

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Claim : 78523

 WO # Job # Description JOB INFORMATION

 Part No Job# Description PARTS Qty Price Total

 C01207805 4 SWITCH, 120V 20AMP AUTOMATIC TRAN 1.00 67.68 67.68
 F100260373 5 FIREPLACE REMOTE 1.00 13.00 13.00

 Lab Code Job# Description LABOUR Hrs Rate Total

 Z990 4 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) 0.00 185.00 0.00
 Z990 4 MISC LABOUR CODE (EXTERNAL) 1.00 185.00 185.00
 Z990 4 MISC LABOUR CODE (EXTERNAL) 1.00 185.00 185.00
 Z990 5 MISC LABOUR CODE (EXTERNAL) 0.10 185.00 18.50
 Z990 3 MISC LABOUR CODE (EXTERNAL) 0.50 185.00 92.50
 Z990 6 MISC LABOUR CODE (EXTERNAL) 2.00 185.00 370.00
 Z990 7 MISC LABOUR CODE (EXTERNAL) 0.10 185.00 18.50
 Z990 7 MISC LABOUR CODE (EXTERNAL) 0.70 185.00 129.50
 Z990 8 MISC LABOUR CODE (EXTERNAL) 0.20 185.00 37.00

 Excode Job# Description EXTRAS Qty Price Total

 FRT 4 UPS-REMOTE&SWITCH 1.00 15.87 15.87

Parts Total: 80.68
 Labour Total: 1,036.00
 Sublet Total: 0.00
 Extras Total: 15.87

>>>> Claim Total: 1,132.55

Customer Signature: _____

Date: _____