

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

WARRANTY CLAIM # 78605
MANUFACTURER'S CLAIM #:

Manufacturer: 10024 - FOREST RIVER TRAVEL TRAILER
Customer: 55232 - ROBIN MATSEL
Address: 412 SOUTH MAIN ST OWENSVILLE, IN

47665

Phone: 812-270-2485

Stock Number: 11290 - 2024 FREEDOM EXPRESS 192RBS 5ZT2FEHB2RW028594

VIN: 5ZT2FEHB2RW028594 HIN:

SER#: 5ZT2FEHB2RW028594

Mileage: 0

Work Order Comp: 27 FEB 26

Auth. No:

Dealer #:

Warr. Date: 20 SEP 24

Work Order Date: 29 NOV 25

Inv #: 426907

WO # Job # Description JOB INFORMATION

78605 1 CUSTOMER STATES THE SLIDROOM WILL NOT RUN OUT
Operation switch has corrosion on it. Wire to Operation switch
was a Power instead of Ground. The adjustment clamp had caught
rail and forced out of position and limit switches were
backwards. Replace slideroom control
Pulled unit into bay. Plugged up Shore power. Attempted to run
slideout with switch and showed no engagement. Pulled the switch
from the wall and found corrosion on board and wire end. Took
pics and part requested a new one. Received new switch and went
to install it and the contact on ground wire was so brittle it
broke... installed a new crimped butt connector. Tested new
switch and still no power to slideroom. Hunting down the control
box now. Located control box under slideout in a very tight
confined area. Shimmied my way under slideout with volt meter and
flashlight. Tested for voltage at Power supply wires to control
box... has 13v. There is continuity thru motor. Checked
continuity at ground on switch and it has 13v of power. Which is
not supposed to be. Located wire looms under slideout and tracked
down where the Switch ground was tied into a solid orange wire
which is not supposed to be, this couldve shorted out the switch
and or controlbox. Removed Switch ground from Orange Dinnette
Power and tied it into a actual ground properly. Part requesting
new controlbox. Attempted to get pictures of the wiring under
slideout but to tight to maneuver. Did take pics of manufacturer
crimped wire nut after i cut it out. Tested operations after
installation of new control box and had no action in either

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WO #	Job #	Description	JOB INFORMATION
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direction. Disassembled front of Lazyboy Recliners to gain access to all the components to see, maneuver and test easier. Tested power coming in and 13v. Tested Continuity of both in and out limit switches neither had Continuity... assuming both switches bad part requested and ordered new switches. Finally received new switches and had to support inside of room and remove the adjustment support bracket to gain access to limit switch in the front/in! After i was able to move the support bracket enough to get to limit switch, while in a awkward position i seen that there was a adjustable clamp on the rail that activated the limit switch and the clamp had caught up on the glide rail and forced the clamp out of position causing the room to come in to far and bind up the whole system. Had to manually crank the motor out enough to disengage the front limit switch but room didnt engage with the Switch and had me stumped and troubleshooting other avenues. I was able to replace the inside limit switch and reassemble the support bracket and remove jack out. The room would come all the way in and was pushing the Clamp out of position and bind, causing me to have to manually put room out. I was able to bend the clamp back into position to stay in the desired position on rail to stop room but the room was going pass the limit switch and not stopping properly and on the inside switch was engaging it didnt want to go back out. I removed the rear rail support and was able to (with help from another tech) reach into the rail to the rear/out Limit switch and test it for continuity, in which it had. I put the rear support back together and tested operations but once the front/IN Limit Switch was engaging it wouldnt run back out as if the rear switch was engaging. Finally i clipped both Limit switch wires and rewired the plugs in opposite directions and tested the operations and everything worked properly! Im not sure whats turned around or why the in and out are backwards but the system is operating correctly now. I remounted the controller to was supported wires and reassembled the couch and cleaned up all my tools. Brought unit in. Reciveved new slideroom control. Plugged in new slideroom control. Turned power on to test slideroom. Slideroom will not go in or out. Checked continuity at switch and had non. Parts request submitted for new board and switch. Recieved new switch and board. Plugged in. Tested again and slideroom will not move. Tested continuity at switch and had non still. Tested motor and board for power. Power had been reversed on wire nuts. Put power wires back. Tested motor and when plugged into battery motor works. Checked limit switches. Limit switches have continuity but only when they sould not have it. Jumped board with screwdriver and room will run in and out. Unit needs new limit switches.

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 Part No Job# Description PARTS Qty Price Total

 F100327244 1 SWITCH, IN/OUT 600111B-ISG BLACK 1.00 17.42 17.42
 F100680705 1 HAPPIJAC SLIDE ROOM CONTROLLER AS 1.00 69.47 69.47
 183202 1 HappiJac 3-Pin Slide-Out Microswi 1.00 20.80 20.80
 183201 1 HappiJac 2-Pin Slide-Out Microswi 1.00 20.80 20.80

 Lab Code Job# Description LABOUR Hrs Rate Total

 Z990 1 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) 1.00 185.00 185.00
 Z990 1 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) 0.00 185.00 0.00
 Z990 1 MISC LABOUR CODE (EXTERNAL) 1.30 185.00 240.50
 Z990 1 MISC LABOUR CODE (EXTERNAL) 3.00 185.00 555.00
 Z990 1 MISC LABOUR CODE (EXTERNAL) 1.00 185.00 185.00
 Z990 1 MISC LABOUR CODE (EXTERNAL) 0.00 185.00 0.00

 Excode Job# Description EXTRAS Qty Price Total

 SS 1 SHOP SUPPLIES 1.00 0.00 0.00
 FRT 1 UPS-SWITCH 1.00 15.85 15.85
 FRT 1 UPS-CONTROLLER 1.00 16.20 16.20
 FRT 1 UPS - 3 PIN SWITCH 1.00 16.80 16.80

Parts Total: 128.49
 Labour Total: 1,165.50
 Sublet Total: 0.00
 Extras Total: 48.85

>>>> Claim Total: 1,342.84

Customer Signature: _____

Date: _____