

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

WORK ORDER # 62898

Completed : 31 MAR 21	Customer : 10024 - FOREST RIVER TRAVEL TRAILER
Licence # :	Invoice # :
Stock No : 10797	Description : 2021 TT FOREST RIVER FOREST RIVER 2
Tag :	Date In : 23 NOV 20 Mileage : 0
Author : BH	Promised : 31 MAR 21
Location : 0329 CHECK STATUS	Date Sched :
Serial# : 4X4TCKY25MK070250	Chassis# : 4X4TCKY25MK070250
Warr. Date : 14 NOV 20	Cust PO# :
Print Date :	

Job #	Description	JOB INFORMATION	Type	Bill To
1	COMPLAINT: WATER LEAKING FROM THE FRESH TANK CAUSE: WRONG TANK WAS SENT MATT WAS CHECKING INTO ON 1/25/21 WHERE TO BEGIN THEY CANT EVEN GET US THE CORRECT TANK IN A TIMELY MANNER BUT THE TRAILER IS SUCH AN ENGINEERING DISASTER THAT ONE CANT EVEN BEGIN TO INSTALL THE TANK IN LESS THAN 4 HOURS ONE ONE TRIES TO PUSH THE TANK UP IN PLACE AND TRY TO GET THE BRACKETS IN THEIR ORIGINAL POSITION YOU HAVE TO FIGHT THE UNDERBELLY AND THEN STRAPS THAT HOLD THE CENTER OF THE TANK IN WHEN THEY WAS ORIGINALLY SCREWED IN FROM THE TOP.		W	10024 FORES
	CORRECTION: jack up unit to get under axels, cut under belly, pull out spray foam, find leak, leak size of nail hole, take pics, mark hole, turn in PO for new tank, drain tank, drill hole to fit tank senser, install tank senser,NOTE the way the tank was screwed in from top the screws had to be cut to get straps out. fill tank and test, tape up under belly, unjack unit,WATER TESTED AND FOUND NO LEAKS. CHAD HAD BILL DEWINTERIZE.			

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
1	10-1165	SCREW IN SENSOR PR		W-10024	1	1.28	1.28
1	20X15793A	TANK, FRESH WATER		W-10024	1	76.92	76.92

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	Z990	MISC LABOUR CODE (EXTE	BRM		W-10024	0.00	120.00	0.00

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*****
Job#  Lab Code  Description      LABOUR  Mech Bill to    Hrs    Rate    Total
*****
  1  Z990      MISC LABOUR CODE (EXTE JP  W-10024    0.22   120.00    26.40
  1  Z990      MISC LABOUR CODE (EXTE JP  W-10024    0.00   120.00     0.00
  1  Z990      MISC LABOUR CODE (EXTE BRM W-10024    1.65   120.00   198.00
  1  Z990      MISC LABOUR CODE (EXTE BRM W-10024    1.93   120.00   231.60
  1  Z990      MISC LABOUR CODE (EXTE BRM W-10024    0.00   120.00     0.00
  1  Z990      MISC LABOUR CODE (EXTE BRM W-10024    1.86   120.00   223.20
  1  Z990      MISC LABOUR CODE (EXTE BRM W-10024    2.04   120.00   244.80
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*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****
  1  FRT      UPS-TANK                W-10024  1.00  154.34  154.34
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CUSTOMER COMMENTS

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CLAIM # 544018 for only 4 hrs, requested 10 since the tank was installed
from top side before floor was installed. advise fighting for extra
time since it was not accessible to change from bottom side.
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N/C WATER TANK ARRIVED IN BACKROOM 3-25-21...CAM
 BH ASKED MATT TO CHECK ON THE TANK AGAIN 3-12
 BECCA SAID THE TANK WILL BE IN TO THEM ON 2-23 JUST WAITING FOR
 TANK TO SHOW
 UNIT HERE
 EMAILED BECCA AGAIN ON 2-16-21 TO CHECK STATUS OF RE-ORDER. CC'D
 BEN AND CRAIG. WAITING FOR REPLY. MAB 2-16-21 @ 11:17 A.M.
 EMAILED BECCA NELSON 1-25-21 @ 9:58 A.M. FOREST RIVER SENT US
 WRONG TANK ** AND ** IT WAS CRACKED. BECCA IS SENDING OUT
 ANOTHER TANK ON A NO CHARGE ORDER. I EMAILED BACK ASKING FOR AN
 ETA , SHE SAID SHE WOULD LET ME KNOW. MAB
 1/25/21 CALLED CUSTOMER AND TOLD WRONG TANK AND SPING IN FITTING
 CRACKED. DH
 BH CALLED CUSTOMER AND LEFT VOICE MAIL NEED TO MAKE APT 1-12
 TANK IN BACKROOM 1-12-21....CAM
 FOREST RIVER WAITING FOR BACKORDER PARTS. BEN AND CRAIG HAVE AN
 EMAIL FROM FOREST RIVER-BW
 BEN GOT WITH CRAIG WAITING FOR EMAIL BACK 1-6
 UNIT NOT HERE
 EMAILED RNELSON 1-6-21 FOR STATUS...CAM 04
 EMAILED RESPONSE 1-7-21 We are still waiting for our backorders
 from our vendors. We_re hoping to have updated ETA_s by the
 first of next week....CAM

BILLINGS SUMMARY

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*****
Type Bill Id      Parts  Labour  Sublet  Extras  Tax  Total
*****
W  10024          78.20  924.00   0.00  154.34  0.00  1,156.54
*****
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Continued on page 3

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BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
Totals	78.20	924.00	0.00	154.34	0.00	1,156.54

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106
 BASDEN RV CENTER INC
 DBA AMERICAN RV CENTER
 600 E BASELINE ROAD
 EVANSVILLE, IN 47725
 USA

CLAIM STATUS Authorized
CLAIM 544018
CLAIM ORIGIN WEB
ORIGINAL CLAIM ID
VIN 4X4TCKY25MK070250
CHASSIS VIN
MILEAGE 0
SITE/WAREHOUSE 017 / 017C
ITEM # CCKT23DBH
DEALER RO # 62898
CLAIM START DATE 03/31/2021
CLAIM END DATE 01/01/1900

Labor rate: \$130.00

OWNER INFORMATION
 CHRISTOPHER G TIDEMAN
 1300 OLD PLANK RD SOUTH
 New Harmony, IN 47631
 USA

Retail Date of Purchase 11/14/2020

WARRANTY EXPIRATION DATE 11/14/2021

Claim Line Details

Labor

Line# 1

Operation Code
 60-136-01-00-001496

Operational Description
 Fresh Water Tank - Below Floor (pictures) - Plumbing/Fresh Water
 Supply/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-03-31 10:28:42 :: WATER LEAKING FROM FRESH
 TANK jack up unit to get under axels, cut under belly, pull out spray foam, find leak, leak size of nail hole, take
 pics, mark hole, turn in PO for new tank, NEEDS NEW TANK Additional Note :
 bhoffman@americanrvcenter.com, 2021-03-31 10:45:00 :: THE TANK IS ABOVE THE AXLES AND REALLY
 HARD TO INSTALL

Model #	Dir Sub Hrs	10.00	Sub Labor Amt	\$1,300.00
Serial #	Appr Hrs	4.00	Appr Labor Amt	\$520.00

Notes

Submitted	Labor Amt	\$1,300.00
	Parts & Freight	\$0.00
	Total	\$1,300.00

Approved	Labor Amt	\$520.00
	Parts & Freight	\$0.00
	Total	\$520.00

DEALER _____ DATE _____
 SIGNATURE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER _____ DATE _____
 SIGNATURE

All repairs described have been inspected and are satisfactory.