



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63499
Promised Date: 26 MAR 21

CUSTOMER WORK ORDER

WO #: 63499

Customer: 50615 - HARRIS, KENNETH

R. - 812-431-0611

Tag:

Author: BJ

Location: 0312 CHECK ON PARTS

Stock #: 10542

Stock Desc: 2021 TT RIVERSIDE RV

RETRO 171DRD

Chassis #: 59CCC2511ML002683

Serial #: 59CCC2511ML002683

Mileage: 0

Licence:

Invoice #:

Date In: 03 MAR 21

Promised: 26 MAR 21

Date Sched:

Completed: 08 MAR 21

Warr. Date: 27 OCT 20

Job #1 - Warranty

COMPLAINT: TRIM ON ROUNDED WALL AT TOP LEFT OF BATHROOM DOOR., CUSTOMER CALLED AND SAID TRIM SPLIT SHOULD HAVE BEEN ORDERED. DH CALLED CUSTOMER 8:40 AM AND LEFT MESSAGE FOR MRS. HARRIS TO CALL ME BACK

CAUSE: TRIM BROKE WHEN FACTORY NAILED AROUND SUCH TIGHT RADIUS.

CUSTOMER TO DROP OF 3/6/21 GIVE TO BB
DH TO TAKE CAMPER BACK TO THEM WHEN DONE

CORRECTION: REMOVED BROKEN 1" TRIM. HAD TO MAKE SLITS AND HEAT UP BACK OF TRIM TO BEND RIGHT. STAPLED AND PUTTY. REMOVED WALL TRIM AND CUT NEW LENTGH TO FIT.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
Subtotal for Job #1:			0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE PLUG IN BY THE DINING TABLE ON THE BACK WALL IS NOT WORKING.

CAUSE: HAS OPEN NEUTRAL TO REAR OUTLET

CORRECTION: REMOVED OUTLET, FOUND OPEN NEUTRAL. TRACED WIRING BACK TO TV OUTLET. TOOK PICS. RE CONNECTED WIRES AND FIXED PROBLEM. PUT BOTH OUTLETS BACK. REINSTALLED CONVERTER PANEL.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
Subtotal for Job #2:			0.00



Customer #: 50615
HARRIS, KENNETH R.



Comments

CUSTOMER DROPPED OFF AND ADDED A JOB. DH SENT EMAIL FOR ANOTHER
PRE AUTH 3/8/21

PARTS ORDERED PER DENNY VIA EMAIL 3-4-21 @ 8:25 A.M. CC'D:
DENNY, CRAIG AND CHAD. -- MAB

UNIT NOT HERE. GET WITH DENNY AND HE MAY PICK UP TRAILER WHEN
TRIM GETS HERE.....

DH TALKED WITH CUSTOMER AND THEY WILL DROP SAT 3-6
AUTH# 030421-7 - .2 labor TRIM

AUTH# SAME AUTH 1.0 LABOR WIRING PROBLEM

There is trim made to bend, it appears that is what Mathew
orders. Also, he ordered 4 pcs, IF NOT FRT SINCE JAMIE IS
BRINGING IT TO US SHE WILL DO THE 4 TRIM ON CLAIM
DH UPLOADED PICS TO ONE DRIVE
DH SENT PICTURES IN WITH PRE AUTH EMAIL

Parts Total: 0.00

Labour Total: 0.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL: 0.00

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited
to work performed. Consequential damages are not covered. All guaranteed work
must be completed in our service department.

Customer Signature : _____

Date: 08 Mar 2021

