



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63557
Promised Date: 26 MAR 21

CUSTOMER WORK ORDER

WO #: 63557 (Appointment Date: 09 MAR 2021 - Time: 10:00am)

Customer: 50852 - MCDANIEL JR, GARY
- 812-484-9587

Tag:
Author: BJW
Location: 0329 CLOSE W/O

Stock #:
Stock Desc: 2021 TT FOREST RIVER
CHEROKEE WOLF PUP 16BHS
Chassis #: 5ZT2CKEC8MY012465
Serial #: 5ZT2CKEC8MY012465
Mileage:
Licence:

Invoice #:
Date In: 09 MAR 21
Promised: 26 MAR 21
Date Sched:
Completed: 31 MAR 21
Warr. Date: 04 FEB 21

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SUPPLY LINE GOING TO THE TOILET IS LEAKING.

CORRECTION: DE WINTERIZED SYSTEM AND PRESSURED WATER LINES. RAN TOILET AND LET SIT FOR 30 MINS. NO LEAKS

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

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES SEVERAL OF THE LATCHES ARE HARD TO OPERATE. CUSTOMER WILL DEMONSTRATE TO THE ADVISOR WHEN HE BRINGS THE UNIT IN FRONT COMPARTMENT

CORRECTION: LUBED UP COMPARTMENT DOOR, SHOWER DOOR AND FREIGE DOOR. REPLACED COMPARTMENT DOOR LOCK

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	39.00

Parts

Part #	Description	Qty	Price	Total
L427	L427 7/8" COMPARTM	1.00	4.29	4.29
Subtotal for Job #2:				43.29

Job #3 - Warranty

COMPLAINT: ABOVE SINK CABINET DOORS RUB

CORRECTION: PUT A WEDGE BETWEEN THE DOORS TIL THEY FIT RIGHT

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	26.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
Subtotal for Job #3:				26.00



Customer #: 50852
MCDANIEL JR, GARY



Job #4 - Warranty

COMPLAINT: BLUE HOSE LEAKING FROM TUB TO TOILET

CORRECTION: PRESSURED UP SYSTEM FOR 30 MINS. AND RAN WATER IN TOILET. FOUND NO LEAKS

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: CAMREA NOT WORKING AS IT SHOULD

CORRECTION: waiting to see if should switch out cameras REMOVED CAMERA AND INSTALLED NEW ONE. MADE SURE IT WORK

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	7.80
Z990	MISC LABOUR CODE (EXTERNAL)	BB	41.60
Z990	MISC LABOUR CODE (EXTERNAL)	BB	15.60

Parts Part #	Description	Qty	Price	Total
732556	FURRIION 5" REAR CAMERA SYSTEM	1.00	286.35	286.35
Subtotal for Job #5:				351.35

Job #6 - External

UNIT IS WINTERIZED

Subtotal for Job #6: 0.00**Job #7 - Warranty**

COMPLAINT: ENTRY DOOR HARD TO SHUT BH SAW IT WAS HARD TO SHUT

CORRECTION: ADJUSTED STRIKE PLATE. AND LUBED UP HANDLE AND HINGES

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	26.00
Subtotal for Job #7:			26.00

Parts Total:	290.64
Labour Total:	156.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	446.64

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: 01 Apr 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA Labor rate: \$130.00 OWNER INFORMATION GARY B MCDANIEL JR 2300 N FIFTH AVE Evansville, IN 47710 USA Retail Date of Purchase 02/04/2021	CLAIM STATUS Authorized CLAIM 546786 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2CKEC8MY012465 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 017 / 017D ITEM # CKTR16BHS-D DEALER RO # 63557 CLAIM START DATE 04/01/2021 CLAIM END DATE 01/01/1900 WARRANTY EXPIRATION DATE 02/04/2022
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Claim Line Details

Labor	Line# 1	Operation Code 20-69-02-17-000708	Operational Description Compartment Door Lock or Slam Latch (pictures) - Exterior/ Compartment Doors/Adjust/Latch
		Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-04-01 15:26:16 :: 3 OF THE COMPARTMENT DOORS WOULD NOT WORK WITH THE KEY FRONT COMPARTMENT SHOWER DOOR, AND FRIDGE COMPARTMENT PULLED LOCK AND GET KEY AND LUBED THEM TO GET THEM WORKING	
		Model #	Dlr Sub Hrs 0.70 Sub Labor Amt \$91.00
		Serial #	Appr Hrs 0.30 Appr Labor Amt \$39.00
		Notes lubed locks	
Labor	Line# 2	Operation Code 30-100-02-00-003062	Operational Description Cabinet Door Hinge or Latch, each (pictures) - Interior/Cabinetry/Adjust/ No Tread Code
		Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-04-01 15:28:23 :: ABOVE THE KITCHEN SINK THE OUT SIDE DOORS ARE RUBBING INSTALLED INCORRECTLY PULL DOORS OFF AND REINSTALL NEW DOORS	
		Model #	Dlr Sub Hrs 0.50 Sub Labor Amt \$65.00
		Serial #	Appr Hrs 0.20 Appr Labor Amt \$26.00
		Notes adjusted	
Labor	Line# 3	Operation Code 20-66-02-17-000672	Operational Description Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch
		Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-04-01 15:36:28 :: ENTRY DOOR REALLY HARD TO SHUT PULLED HANDLE OFF AND HAD TO REINSTLL STRICKER PLATE	
		Model #	Dlr Sub Hrs 0.25 Sub Labor Amt \$32.50
		Serial #	Appr Hrs 0.20 Appr Labor Amt \$26.00
		Notes	

Submitted

Labor Amt	\$188.50
Parts & Freight	\$0.00
Total	\$188.50

Approved

Labor Amt	\$91.00
Parts & Freight	\$0.00
Total	\$91.00

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.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA Labor rate: \$130.00 OWNER INFORMATION GARY B MCDANIEL JR 2300 N FIFTH AVE Evansville, IN 47710 USA Retail Date of Purchase 02/04/2021	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">CLAIM STATUS</td> <td>Authorized</td> </tr> <tr> <td>CLAIM</td> <td>536059</td> </tr> <tr> <td>CLAIM ORIGIN</td> <td>WEB</td> </tr> <tr> <td>ORIGINAL CLAIM ID</td> <td></td> </tr> <tr> <td>VIN</td> <td>5ZT2CKEC8MY012465</td> </tr> <tr> <td>CHASSIS VIN</td> <td></td> </tr> <tr> <td>MILEAGE</td> <td>0</td> </tr> <tr> <td>SITE/WAREHOUSE</td> <td>017 / 017D</td> </tr> <tr> <td>ITEM #</td> <td>CKTR16BHS-D</td> </tr> <tr> <td>DEALER RO #</td> <td>63557</td> </tr> <tr> <td>CLAIM START DATE</td> <td>03/24/2021</td> </tr> <tr> <td>CLAIM END DATE</td> <td>01/01/1900</td> </tr> </table> <p style="text-align: right; margin-top: 20px;">WARRANTY EXPIRATION DATE 02/04/2022</p>	CLAIM STATUS	Authorized	CLAIM	536059	CLAIM ORIGIN	WEB	ORIGINAL CLAIM ID		VIN	5ZT2CKEC8MY012465	CHASSIS VIN		MILEAGE	0	SITE/WAREHOUSE	017 / 017D	ITEM #	CKTR16BHS-D	DEALER RO #	63557	CLAIM START DATE	03/24/2021	CLAIM END DATE	01/01/1900
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Claim Line Details

Labor		Operational Description
Line# 1	Operation Code 40-196-01-00-001382	Back Up Camera - Electrical/12 Volt Interior/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bjwright@americanrvcenter.com, 2021-03-24 15:39:51 :: THE REAR BACKUP CAMERA IS NOT ON NOR IS IT PAIRING WITH THE DASH UNIT ON THE DASH. INSPECTED BACKUP CAMERA AND FOUND TH/ NOT COME ON AND WILL NOT PAIR WITH THE DASH MOUNTED UNIT. WE WILL NEED TO REPLACE THE BAC CAMERA AND THE MONITOR.	
	Model # DRWC4.3C	Dlr Sub Hrs 1.00
	Serial # 107L022027781996	Appr Hrs 0.50
		Sub Labor Amt \$130.00
		Appr Labor Amt \$65.00

Notes

please attach picture of the back and front of the monitor before sending to processing or claim line may be d

Warranty payment for this component will be pending the testing of the component. Please provide a detailed of complaint with your auth request and on your claim form

US and Canadian Dealers will need to return it to Forest River

Submitted	Labor Amt \$130.00	Approved	Labor Amt \$65.00
	Parts & Freight \$0.00		Parts & Freight \$0.00
	Total \$130.00		Total \$65.00

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.	