



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63687
Promised Date: 30 APR 21

CUSTOMER WORK ORDER

WO #: 63687 (Appointment Date: 22 MAR 2021 - Time: 08:00am)

Customer: 42536 - DUNCAN, DONALD -
(618) 383-4923

Tag:

Author: BJW

Location: 00421 UNIT NOT HERE. FIND
OUT IF W/O CAN BE CLOSED.

Stock #: 10479

Stock Desc: (10479) 2021 FOREST
RIVER CHEROKEE 306MM

Chassis #: 4X4TCKG20MX148051

Serial #: 4X4TCKG20MX148051

Mileage:

Licence:

Invoice #:

Date In: 22 MAR 21

Promised: 30 APR 21

Date Sched:

Completed: 21 APR 21

Warr. Date: 02 JAN 21

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE ARE MARKS ON
THE FLOOR FROM RUNNING THE SLIDE ROOM IN
AND OUT AND ALSO HITTING THE FURNACE
VENTS

CAUSE: SLIDEROOM FLOOR RUBBING FLOOR AND
LEAVING MARKS ON FLOOR, ALL 3 SLIDEROOM
FLOORS ARE WEARING THROUGH MATERIAL ON
BOTTOM OF SLIDEROOMS. DOORSIDE REAR
SLIDE IS HITTING FURNACE VENT IN FLOOR
WHEN IT COMES IN.

CORRECTION: PUT UNDER BELLY TAPE
ON ONE SPOT OF SLIDEROOM FLOOR SO IT
WOULD NOT LEAVE GLUE ON FLOOR FROM
SLIDEROOM FLOOR (ITS A TEMP REPAIR)

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	171.60
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	23.40

Subtotal for Job #1: 195.00

Job #2 - Warranty

COMPLAINT: Transferred to BAS*63776 on 01 APR 21

Estimate amount was 0.00

THE DEADBOLT ON THE REAR DOOR WILL NOT LATCH. VERY HARD TO SHUT AND LATCH

CAUSE: DEADBOLT WILL NOT LOCK, DOOR HARD TO LATCH

CORRECTION: FOUND STRIKER ON DOOR FRAME WAS UPSIDEDOWN. REMOVED FLIPPED OVER
AND INSTALLED TESTED LOCKS. ADJUSTED ON DOOR IT WAS BOWED OUT A LITTLE

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00

Subtotal for Job #2: 0.00

Job #3 - Internal

COMPLAINT: Transferred to BAS*63776 on 01 APR 21



Customer #: 42536
DUNCAN, DONALD

Estimate amount was 0.00
WATER PUMP WOULD NOT WORK

CAUSE: WATER PUMP NOT WORKING

CORRECTION: FOUND WATER PUMP REMOVED ALL CUSTOMER BELONGINGS FROM UNDER TO
ACCESS WATER PUMP REMOVED PACESS PANEL CHECKED PUMP FOUND IT WAS IN
WINTERIZATION POSTION TURNED VALVE TO TANK USE .PUT WATER IN TANK TURNED PUMP ON
AND IT WORKS. INSTALLED ACESS PANEL THEN PUT CUSTOMERS BELONGINGS BACK UNDER
BED

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	N/C

Subtotal for Job #3: 0.00

Parts Total: 0.00
Labour Total: 195.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 195.00

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: 21 Apr 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	536093
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKG20MX148051
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017A
Labor rate:	\$130.00	ITEM #	ACKT306MM
OWNER INFORMATION		DEALER RO #	63687
DONALD E. DUNCAN		CLAIM START DATE	03/24/2021
1602 CR 1950 N		CLAIM END DATE	01/01/1900
Crossville, IL 62827			
USA			
Retail Date of Purchase	01/02/2021	WARRANTY EXPIRATION DATE	01/02/2022

Claim Line Details

Labor

Line# 1

Operation Code

10-13-01-16-003438

Operational Description

Slide Out Floor - Frame & Chassis/Slide Out System/Replace/Structure

Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-03-24 15:47:45 :: CUSTOMER STATES THAT THERE ARE MARKS ON THE FLOOR FROM RUNNING THE SLIDE ROOM IN AND OUT.AND ALSO HITING THE FURANCE VENTS SLIDEROOM FLOOR RUBBING FLOOR AND LEAVING MARKS ON FLOOR ,ALL 3 SLIDEROOM FLOORS ARE WEARING THROUGH MATERIAL ON BOTTOM OF SLIDEROOMS. DOORSIDE REAR SLIDE IS HITTING FURNACE VENT IN FLLOR WHEN IT COMES IN. PUT UNDER BELLY TAPE ON ONE SPOT OF SLIDEROOM FLOOR SO IT WOULD NOT LEAVE GLUE ON FLOOR FROM SLIDEROOM FLOOR (ITS A TEMP REPAIR)

Model #

Dlr Sub Hrs

1.50

Sub Labor Amt \$195.00

Serial #

Appr Hrs

1.50

Appr Labor Amt \$195.00

Notes

Submitted

Labor Amt	\$195.00
Parts & Freight	\$0.00
Total	\$195.00

Approved

Labor Amt	\$195.00
Parts & Freight	\$0.00
Total	\$195.00

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.