



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63843

CUSTOMER WORK ORDER

WO #: 63843 (Appointment Date: 08 APR 2021 - Time: 07:00am)

Customer: 44153 - KIESLER, MICHAEL

T. - 812-228-7902

Tag:

Author: BJW

Location: 0415 CHECK WORK

Stock #: 10685

Stock Desc: (10685) 2021 COACHMEN

CATALINA 323BHDSCLE

Chassis #: 5ZT2CAXB4MX021085

Serial #: 5ZT2CAXB4MX021085

Mileage:

Licence:

Invoice #:

Date In: 07 APR 21

Promised:

Date Sched:

Completed: 15 APR 21

Warr. Date: 25 MAR 21

Job #1 - Warranty

COMPLAINT: THE CUSTOMER STATES THAT THE CAMERA WILL NOT COMMUNICATE WITH THE MONITOR ON THE CUSTOMER'S DASH

CAUSE: CHECK CAMERA AND FOUND NO POWER AT CAMERA,

CORRECTION: CHECK CAMERA AND FOUND NO POWER AT CAMERA,, REMOVE CAMERA AND TEST OFF UNIT, CAMERA WORKS, REMOVE CAMERA MOUNT AND FOUND WIRES SHORTED, REMOVE LIGHT AND FOUND WIRES MELTED, CUT OUT BAD WIRES AND TEST FOR SHORTS, RUN NEW WIRES FOR CAMERA, INSTALL NEW CLERENCE LIGHT SOCKET, WIRE UP AND TEST, CLEAN OFF BUTAL TAPE USED AT CATALINA, AND INSTAL LIGHT AND CAMERA MOUNT AND CAMERA, CAP SEAL WITH SILACONE

Labor

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

Job #2 - Warranty

COMPLAINT: CUSTOMER LOCKED THE DEADBOLT ON THE REAR EXTERIOR BATHROOM DOOR AND NOW HE CAN NOT GET IT TO UNLOCK WITH THE KEY NOR BY TRYING TO UNLOCK IT FROM INSIDE.

CAUSE: NEED KEYS FOR LOCK # 381

CORRECTION: get keys from parts lock is jammed, will not turn, get in bathroom and disassemble lock and open door, get new lock from parts and install close up unit PUT OUT ON LOT

Labor

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

Parts

Part #	Description	Qty	Price	Total
08200	LOCK ASSEMBLY-BLAC	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #2: 0.00



Customer #: 44153
KIESLER, MICHAEL T.



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: 15 Apr 2021

Customer Work Order



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	557355
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2CAXB4MX021085
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	205 / 205
Labor rate:	\$130.00	ITEM #	ACAT323BHDCKLE
OWNER INFORMATION		DEALER RO #	63843
MICHAEL KIESLER		CLAIM START DATE	04/10/2021
		CLAIM END DATE	01/01/1900
9114 SHORELINE DR			
Wadesville, IN 47638			
USA			
Retail Date of Purchase	03/27/2021	WARRANTY EXPIRATION DATE	03/27/2022

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	40-196-01-00-001382	Back Up Camera - Electrical/12 Volt Interior/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-04-10 10:07:40 :: THE CUSTOMER STATES THAT THE CAMERA WILL NOT COMMUNICATE WITH THE MONITOR ON THE CUSTOMER'S DASH CHECK CAMERA AND FOUND NO POWER AT CAMERA, CHECK CAMERA AND FOUND NO POWER AT CAMERA,, REMOVE CAMERA AND TEST OFF UNIT, CAMERA WORKS, REMOVE CAMERA MOUNT AND FOUND WIRES SHORTED, REMOVE LIGHT AND FOUND WIRES MELTED, CUT OUT BAD WIRES AMD TEST FOR SHORTS, RUN NEW WIRES FOR CAMERA, INSTALL NEW CLERENCE LIGHT SOCKET, WIRE UP AND TEST, CLEAN OFF BUTAL TAPE USED AT CATALINA , AND INSTAL LIGHT AND CAMERA MOUNT AND CAMERA, CAP SEAL WITH SILACONE			
	Model #	Dlr Sub Hrs	Sub Labor Amt	
	1	1.50	\$195.00	
	Serial #	Appr Hrs	Appr Labor Amt	
	1	1.50	\$195.00	

Notes

Labor

Line# 2	Operation Code	Operational Description		
	20-66-01-17-000668	Entry Door Lock (pictures) - Exterior/Entry Doors/Replace/Latch		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2021-04-10 10:11:05 :: CUSTOMER LOCKED THE DEADBOLT ON THE REAR EXTERIOR BATHROOM DOOR AND NOW HE CAN NOT GET IT TO UNLOCK WITH THE KEY NOR BY TRYING TO UNLOCK IT FROM INSIDE. get keys from parts lock is jammed, will not turn get in bathroom and disassemble lock and open door, get new lock from parts and install close up unit PUT OUT ON LOT			
	Model #	Dlr Sub Hrs	Sub Labor Amt	
		0.75	\$97.50	
	Serial #	Appr Hrs	Appr Labor Amt	
		0.30	\$39.00	

Notes

Submitted	Labor Amt	\$292.50	Approved	Labor Amt	\$234.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$292.50		Total	\$234.00

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.