



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 63937  
Promised Date: 24 APR 21

## CUSTOMER WORK ORDER

WO #: 63937

Customer: 48139 - WALLIS, CHAD E. -  
812-664-4642

Tag:

Author: BH

Location: DELIVERY 0424

Stock #: 10986

Stock Desc: 2021 5W FOREST RIVER

SABRE 36BHQ

Chassis #: 5ZT3SR1B2M6107483

Serial #: 5ZT3SR1B2M6107483

Mileage: 0

Licence:

Invoice #:

Date In: 16 APR 21

Promised: 24 APR 21

Date Sched:

Completed: 29 APR 21

Warr. Date: 24 APR 21

### Job #PDINFW - Internal

COMPLAINT: PDI - NEW FIFTH WHEEL

CAUSE: PDINFW - PDI NEW FIFTH WHEEL.

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Installed (1) New battery. Made up battery cables to connect our battery to factory battery. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 80 psi. Recorded all tire serial numbers. Checked roof and awning. Checked all windows and blinds. Checked all cabinets and drawers. Checked all interior lights. Checked power cord. Checked converter output. Removed all packaging material from all appliances. Operated auto leveling jacks. Checked back up camera and monitor. Not working. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Checked TV, TV Antenna, Radio and Fireplace. Filled fresh water tank and flushed antifreeze from water lines and faucets. Checked all water lines and faucets for leaks. Opened by-pass on water heater and filled. Purged all air from water lines and faucets. Filled all holding tanks and checked monitor panel. Performed LP drop test and set LP pressure at 11 in.wc.

### Labor

| Code | Description                    | Mechanic | Total |
|------|--------------------------------|----------|-------|
| Z991 | PDI NEW FIFTH WHEEL (INTERNAL) | DKM      | N/C   |
| Z991 | PDI NEW FIFTH WHEEL (INTERNAL) | DKM      | N/C   |
| Z991 | PDI NEW FIFTH WHEEL (INTERNAL) | DKM      | N/C   |
| Z991 | PDI NEW FIFTH WHEEL (INTERNAL) | DKM      | N/C   |

### Other Services

| Code | Description     | Qty  | Price | Total |
|------|-----------------|------|-------|-------|
| SS   | SHOP SUPPLIES   | 1.00 | N/C   | N/C   |
| LPGI | LP - UNIT SALES | 8.00 | N/C   | N/C   |

Subtotal for Job #PDINFW: 0.00

### Job #FPDINFW - Internal

COMPLAINT: FINAL PDI ON NEW FIFTH WHEELS

CAUSE: FPDINFW - FINAL PDI ON NEW FIFTH WHEEL.

CORRECTION: Recorded all serial numbers and took pictures. Drained all holding tanks. Water heater is full and ready to camp. Retracted all power jacks. Moved unit to wash bay area.

### Labor

| Code   | Description                         | Mechanic | Total |
|--------|-------------------------------------|----------|-------|
| PDINFW | FINAL PDI NEW FIFTH WHEEL (INTERNAL | DKM      | N/C   |
| PDINFW | FINAL PDI NEW FIFTH WHEEL (INTERNAL | DKM      | N/C   |

### Parts

| Part # | Description | Qty | Price | Total |
|--------|-------------|-----|-------|-------|
|--------|-------------|-----|-------|-------|



Customer #: 48139  
WALLIS, CHAD E.

|       |                                        |      |     |     |
|-------|----------------------------------------|------|-----|-----|
| DC-24 | ADVANCE GROUP 24 DEEP CYCLE<br>BATTERY | 1.00 | N/C | N/C |
| 5516  | A10-3050FHVP 30M-50F PIGTAIL           | 1.00 | N/C | N/C |

**Subtotal for Job #FPDINFW: 0.00**

#### Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE EF

Estimated Amount: 180.00

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | EF       | N/C   |

**Subtotal for Job #WALK: 0.00**

#### Job #COVER-S - Internal

COMPLAINT: INSTALL (2) SMALL SLIDE COVERS

CAUSE: COVER S - INSTALL (2) SMALL SLIDE COVERS.

CORRECTION: Mounted awning rail and brackets on both bedroom slide and bunk room slide. Tapped holes in awning ends. Installed slide cover on both bedroom slide and bunk room slide. Secured to brackets and awning rail. Removed locking pins from spring ends. Checked operation of both bedroom slide cover and bunk room slide.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |

#### Parts

| Part #  | Description        | Qty  | Price | Total |
|---------|--------------------|------|-------|-------|
| 00-0485 | V000165062 7.5' BL | 2.00 | N/C   | N/C   |
| PUTTY   | PUTTY TAPE - ROLL  | 1.00 | N/C   | N/C   |

**Subtotal for Job #COVER-S: 0.00**

#### Job #COVER-L - Internal

COMPLAINT: INSTALL (2) LARGE SLIDE COVERS

CAUSE: COVER L -INSTALL (2) LARGE SLIDE COVERS.

CORRECTION: Mounted brackets on slide out facing for (2) large slide covers. Mounted awning rails for both slide covers. Tapped end brackets on both slide covers. Installed both slide covers in awning rails. Secured slide covers to awning rails. Checked operation of slide covers and slide outs. Hauled away all trash.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |

#### Parts

| Part #  | Description        | Qty  | Price | Total |
|---------|--------------------|------|-------|-------|
| 00-0496 | V000165061 13' BLK | 2.00 | N/C   | N/C   |
| PUTTY   | PUTTY TAPE - ROLL  | 1.00 | N/C   | N/C   |

#### Other Services

| Code | Description | Qty  | Price | Total |
|------|-------------|------|-------|-------|
| FRT  | FREIGHT     | 1.00 | N/C   | N/C   |

**Subtotal for Job #COVER-L: 0.00**





**Job #1 - Warranty**

COMPLAINT: BACK UP CAMERA WILL NOT PAIR

CAUSE: BACK UP CAMERA WILL NOT PAIR.

CORRECTION: Removed camera from back of unit. Checked to see if camera has power when lights are "on". Has power. Camera has ground connection. Monitor will not pair to any of the 4 camera positions on monitor. The way camera is installed, wires can not be pulled out of hole behind mounting. Wires are tight and will not pull out. Need new camera or both camera and monitor. 4/19/2021: Turned in parts request for new parts. Received instructions from Forest River Sabre on how to pair Camera and monitor. Tried their instructions five times. Camera still will not pair to monitor. Received approval to replace camera and monitor. Removed factory camera. Installed a 7in. Furrion camera and monitor. Connected camera to factory wires under clearance light. Camera and monitor paired when first turned "on". Sealed around new camera mounting.

**Labor**

| Code | Description                 | Mechanic | Total  |
|------|-----------------------------|----------|--------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00   |
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | 130.00 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00   |

**Parts**

| Part # | Description                   | Qty  | Price  | Total  |
|--------|-------------------------------|------|--------|--------|
| 729936 | FURRIOR 7" REAR CAMERA SYSTEM | 1.00 | 542.51 | 542.51 |
| 44665  | 44665 10" 5W LUBE             | 1.00 | 9.09   | 9.09   |

**Subtotal for Job #1: 681.60****Job #2 - Internal**

COMPLAINT: ADJED CUSTOMER INSTALL 5THWHEEL

CORRECTION: ADJUSTED CUSTOMER HITCH HEAD. CUSTOMER WANTED THE PIN BOX LOWERED. HOOKED UP TO TRAILER AND FOUND THAT THE PINBOX LOOKED GOOD AS IS. PULLED TRAILER OUT OF SHOP AND TURNED UNIT. 5TH WHEEL HITCH MOVED TO THE BACK OF THE TRUCK AS IT SHOULD.

**Labor**

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | GAH      | N/C   |

**Subtotal for Job #2: 0.00****Job #3 - Internal**

COMPLAINT: DKM GLUED SHOWER DOOR GREG HAD TO FREE UP THE DOOR SO IT CAN BE STORED

CORRECTION: WHEN DAVE CHANGED THE SHOWER DOOR, HE RESEALED AROUND THE SIDES OF THE SHOWER DOOR AND THE GLASS GOT GLUED TO ONE SIDE. DOOR WOULD NOT OPEN. HAD TO CUT THE SEALER AWAY FROM THE GLASS TO GET THE DOOR TO MOVE.

**Labor**

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | GAH      | N/C   |

**Subtotal for Job #3: 0.00**

|                          |               |
|--------------------------|---------------|
| Parts Total:             | 551.60        |
| Labour Total:            | 130.00        |
| Sublet Total:            | 0.00          |
| Extras Total:            | 0.00          |
| <b>WORK ORDER TOTAL:</b> | <b>681.60</b> |

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: 29 Apr 2021

Customer Work  
Order



# FOREST RIVER WARRANTY CLAIM FORM

|                         |            |                          |                   |
|-------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #        | 0005106    | CLAIM STATUS             | Authorized        |
| BASDEN RV CENTER INC    |            | CLAIM                    | 568178            |
| DBA AMERICAN RV CENTER  |            | CLAIM ORIGIN             | WEB               |
| 600 E BASELINE ROAD     |            | ORIGINAL CLAIM ID        |                   |
|                         |            | VIN                      | 5ZT3SR1B2M6107483 |
| EVANSVILLE, IN 47725    |            | CHASSIS VIN              |                   |
| USA                     |            | MILEAGE                  | 0                 |
|                         |            | SITE/WAREHOUSE           | 062 / 062C        |
| Labor rate:             | \$130.00   | ITEM #                   | SRF36BHQ-C        |
| OWNER INFORMATION       |            | DEALER RO #              | 63937             |
| CHAD WALLIS             |            | CLAIM START DATE         | 04/19/2021        |
| 1010 WEST GIBSON ST     |            | CLAIM END DATE           | 01/01/1900        |
| Haubstadt, IN 47639     |            |                          |                   |
| USA                     |            |                          |                   |
| Retail Date of Purchase | 04/24/2021 | WARRANTY EXPIRATION DATE | 04/24/2022        |

## 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 : bjwright@americanrvcenter.com, 2021-04-19 15:05:50 :: THE MONITOR WILL NOT PAIR WITH THE REAR CAMERA. FOUND THAT THE MONITOR WILL NOT PAIR WITH THE REAR CAMERA. WE WILL NEED TO REPLACE THE CAMERA AND MONITOR WITH A FURRION CAMERA AND MONITOR. |                                                                    |             |      |                        |
|         | Model #                                                                                                                                                                                                                                                            | TFTLCD                                                             | Dlr Sub Hrs | 1.00 | Sub Labor Amt \$130.00 |
|         | Serial #                                                                                                                                                                                                                                                           | UNKNOWN                                                            | Appr Hrs    | 0.50 | Appr Labor Amt \$65.00 |

### Notes

SENT EMAIL TO BEN AT DEALER. PENDING EMAIL RESPONSE FROM DEALER. THANKS

From: Chad Cook  
Sent: Wednesday, April 21, 2021 11:09 AM  
To: Ben Hoffman <bhoffman@americanrvcenter.com>  
Cc: UnitFiles <UnitFiles@forestriverinc.com>  
Subject: SR6107483 [CLAIM 568178]

Ben,

Have you tried this?

We have found that if they are not pairing, you should follow the steps below.

1. Unplug the 7-way so there is no power to the clearance lights.
2. Then try to link the monitor (knowing it's not going to work)
3. Plug the 7-way back in to power the clearance lights and back up camera.
4. Try to pair them again and it should connect.

We don't know why it does this but the steps above has worked every time. Thanks

Thank You,

Chad Cook  
Sabre Warranty  
& Owner Relations  
260-499-2100

.TIME ALLOWED. THANKS

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**Submitted**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$130.00 |
| Parts & Freight | \$0.00   |
| Total           | \$130.00 |

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**Approved**

|                 |         |
|-----------------|---------|
| Labor Amt       | \$65.00 |
| Parts & Freight | \$0.00  |
| Total           | \$65.00 |

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**DEALER****DATE****SIGNATURE**

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

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**CUSTOMER****DATE****SIGNATURE**

All repairs described have been inspected and are satisfactory.