



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64049
Promised Date: 07 MAY 21

CUSTOMER WORK ORDER

WO #: 64049

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BJW
Location: DELIVREY CUSTOMER
BACKED OUT

Stock #: 10649
Stock Desc: 2021 TT COACHMEN
CATALINA 243RBSLE
Chassis #: 5ZT2CANB0MU039006
Serial #: 5ZT2CANB0MU039006
Mileage: 0
Licence:

Invoice #:
Date In: 29 APR 21
Promised: 07 MAY 21
Date Sched:
Completed: 10 MAY 21
Warr. Date: 24 MAY 21

Job #1 - Internal

COMPLAINT: CB ADVISED THAT THIS UNIT IS LEAKING AROUND THE SLIDE ROOM

CAUSE: CB ADVISED THAT THIS UNIT IS LEAKING AROUND THE SLIDE ROOM.

Labor

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

Subtotal for Job #1: 0.00

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CAUSE: PDINTT - PDI NEW TRAVEL TRAILER.

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Installed new battery box. Installed new battery. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 65 psi. Recorded all tire serial numbers. Checked awning and roof. Checked entrance door and all compartment doors. Leveled unit and operated all manual stab jacks. Checked power cord. Checked all interior lights. Checked all cabinets and drawers. Checked all windows and blinds. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Checked converter output. Lp tank cover missing.. Assembled a new cover and installed. Filled fresh water tank and flushed antifreeze from water lines and faucets. Checked all faucets and water lines for leaks. Opened by-pass on water heater and filled. Purged all air from system. Filled all holding tanks and checked monitor panel. Performed LP drop test and set LP pressure at 11 in.wc. Operated all appliances. Checked TV Antenna, TV Radio and Fireplace.

Labor

Code	Description	Mechanic	Total
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C
Z991	MISC LABOUR CODE (INTERNAL)	DKM	N/C

Parts

Part #	Description	Qty	Price	Total
40568	BLACK - Propane Ta	1.00	N/C	N/C

Customer #: 1000
BASDEN'S AMERICAN RV,



Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C
LPGI	LP - UNIT SALES	8.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CAUSE: FPDINTT - FINAL PDI ON NEW TRAVEL TRAILER.

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

Labor

Code	Description	Mechanic	Total
PDINTT	PDI - NEW TRAVEL TRAILER	DKM	N/C
PDINTT	PDI - NEW TRAVEL TRAILER	DKM	N/C
PDINTT	PDI - NEW TRAVEL TRAILER	DKM	N/C

Subtotal for Job #FPDINTT: 0.00

Job #DELUXE - Internal

DELUXE STARTER KIT

Subtotal for Job #DELUXE: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: E2 - 10K E2 EQUALIZER HITCH.

CORRECTION: Relocated brake-away switch to allow hitch brackets to be mounted in correct location. Assembled hitch brackets and mounted on frame of unit. SETUP HITCH HEIGHT AND ADJUSTED HITCH AS NEEDED.

Labor

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

Subtotal for Job #E2: 0.00

Job #2 - Internal

PATIO RUG TO FIT AWNING

Subtotal for Job #2: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CAUSE: WALK - WALK THRU

CORRECTION: Performed walk thru with customer. Showed how to connect to tow veh and how to disconnect from tow veh.

Estimated Amount: 180.00

Labor

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



Subtotal for Job #WALK: 0.00

Job #3 - Warranty

COMPLAINT: AWNING LIGHTS DONT WORK

CAUSE: AWNING LIGHTS DO NOT WORK.

CORRECTION: Extended awning. Checked wiring for lights at front end of awning. Small plug for light was pulled apart when awning was extended. Repositioned wires and taped small plug together with electrical tape. Checked operation of awning and lights together. Plug now staying together and lights are working as they should.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	26.00
Subtotal for Job #3:			26.00

Job #4 - Warranty

COMPLAINT: TV BOOSTER PULLED OUT OF WALL

CAUSE: TV BOOSTER PULLED OUT OF WALL.

CORRECTION: TV booster pulled out of wall. Factory cut hole too big. Plate mounting screws not going into wall wood. Added two holes to booster wall plate and secured to wall. Also TV not connected to TV antenna. No coax installed. TV Radio antenna was connected to TV Antenna. Made up Antenna coax and connected to TV and Antenna port.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	39.00
Subtotal for Job #4:			39.00

Job #5 - Internal

COMPLAINT: HOT AND GROUND ARE SWITCHED ON ALL PLUG INS

CORRECTION: TOOK APART COULD NOT DETERMINE THE ISSUE WE TRACED THE SHORE WIRE IN FRAME AND COULD NOT FINE ANY ISSUES AND EVERTHING STARTED WORKING THEN WE REMOVED HITCH AND OTHER ITEMS TO BE INSTALLED IN ANOTHER UNIT. TRAILER HAD NO 120 VOLT POWER. FOLLOWED WIRING FROM 30 AMP PLUG TO PANEL. COULD NOT FIND ANYTHING WRONG. PLUGGED UNIT BACK IN AND EVERYTHING STARTED WORKING. CUSTOMER IS SWITCHING UNITS. REMOVED HITCH AND BATTERY.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	N/C
Subtotal for Job #5:			0.00

Job #6 - Internal

CUSTOMER BACKED OUT OF THIS UNIT

Subtotal for Job #6: 0.00



Parts Total:	0.00
Labour Total:	65.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	65.00

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: 10 May 2021

Customer Order



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	594515
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CANB0MU039006
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$130.00	SITE/WAREHOUSE	103 / 103
OWNER INFORMATION		ITEM #	CAT243RBSLE
		DEALER RO #	64049
		CLAIM START DATE	05/07/2021
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 40-196-01-11-001301	Operational Description LED Light Strip or Rope Lights (pictures) - Electrical/12 Volt Interior/ Replace/Electrical
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-05-07 14:30:42 :: AWNING LIGHTS DONT WORK Extended awning. Checked wiring for lights at front end of awning. Small plug for light was pulled apart when awning was extended. Repositioned wires and taped small plug together with electrical tape. Checked operation of awning and lights together. Plug now staying together and lights are working as they should.	
	Model #	Dlr Sub Hrs 0.30 Sub Labor Amt \$39.00
	Serial #	Appr Hrs 0.20 Appr Labor Amt \$26.00
	Notes excessive time requested.	

Labor

Line# 2	Operation Code 70-147-01-11-002194	Operational Description TV Power Supply Booster (pictures Canada only) - Appliances/ Television/Replace/Electrical
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-05-07 15:08:45 :: TV BOOSTER PULLED OUT OF WALL TV booster pulled out of wall. Factory cut hole too big. Plate mounting screws not going into wall wood. Added two holes to booster wall plate and secured to wall. Also TV not connected to TV antenna. No coax installed. TV Radio antenna was connected to TV Antenna. Made up Antenna coax and connected to TV and Antenna port.	
	Model #	Dlr Sub Hrs 0.30 Sub Labor Amt \$39.00
	Serial #	Appr Hrs 0.30 Appr Labor Amt \$39.00
	Notes	

Submitted	Labor Amt	\$78.00	Approved	Labor Amt	\$65.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$78.00		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.