



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 75380
Promised Date:
20 NOV 24

CUSTOMER WORK ORDER

WO #: 75380 (Appointment Date: 09 NOV 2024 - Time: 10:00am)

Customer: 53950 - VANDIVER, JEFFREY Stock #:
- 812-499-7756 Stock Desc: 2024 TT FOREST RIVER
Tag: FREEDOM EXPRESS 24RKS
Author: BJW Chassis #:
Location: 0115 BH TO LOOK AT Serial #: 5ZT2FESB6RW028851
CURRENT STATUS WITH FOREST Mileage:
RIVER Licence:

Invoice #: 413269
Date In: 09 NOV 24
Promised: 30 NOV 24
Date Sched:
Completed: 15 JAN 25
Warr. Date:

Job #1 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THERE IS A LEAK AT THE RIGHT SIDE OF THE SHOWER IN THE FLOOR. CUSTOMER THINKS THAT IT MAY BE LEAKING UNDER THE SHOWER.

CAUSE: Shower was not sealed proper

CORRECTION: Turned the shower on with the door closed to the corner. Sprayed water towards the right side of the shower where the customer said it leaked. While water was sprayed, water was coming from under the shower pan. There was a weep hole where the water was leaking thru. Filled the weep hole with silicone to stop the leak. After the silicone was dry checked again for a leak. No more leaks thru the area.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	17.00

Subtotal for Job #1: 17.00

Job #2 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE ENTRY DOOR IS WARPED. CUSTOMER HAS TO PULL DOOR VERY HARD TO GET IT TO CLOSE WHEN ATTEMPTING TO CLOSE IT FROM THE INSIDE.

CAUSE: Entry door is difficult to close.

CORRECTION: Inspected the entry door as it closes and opens, checked the door from the inside and outside when it latches. When closing the entry door from the inside, the door had to be slammed excessively to get it to catch. Used a block of wood and placed between the door frame and the door then pushed on the door till the door shut as it should. Did check the door lock and latch plate for tight screws and alignment to each other.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	51.00

Subtotal for Job #2: 51.00

Job #3 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE CLOTHING ROD IN THE CLOSET FELL DOWN.

CAUSE: Close hanger fell off the ceiling in the closet

CORRECTION: Checked for the closet that had the missing close hanger. After searching the camper found the close hanger in the dinette seat behind pillows. Mounted the close hanger with more than 2 screws as the factory did.

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Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	34.00
Subtotal for Job #3:			34.00

Job #4 - Warranty
 COMPLAINT: CUSTOMER ADVISES THAT THERE IS A WRINKLE IN THE FLOORING FROM THE FIREPLACE TO THE WALL BY THE RECLINER..

CAUSE: Linoleum has a crease

CORRECTION: Took pictures of the flooring. Used a heat gun to massage the flooring down but will not stay down. Want a fix for this wrinkle.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	783.70
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	477.70
Z990	MISC LABOUR CODE (EXTERNAL)	BB	433.50
Z990	MISC LABOUR CODE (EXTERNAL)	BB	278.80
Z990	MISC LABOUR CODE (EXTERNAL)	BB	700.40
Z990	MISC LABOUR CODE (EXTERNAL)	BB	338.30
Z990	MISC LABOUR CODE (EXTERNAL)	BB	708.90
Z990	MISC LABOUR CODE (EXTERNAL)	BB	673.20
Z990	MISC LABOUR CODE (EXTERNAL)	BB	705.50

Parts				
Part #	Description	Qty	Price	Total
219485	1.25 x 36 CARPET BAR	2.00	10.89	21.78
Subtotal for Job #4:				5,121.78

Job #5 - Warranty
 COMPLAINT: CUSTOMER ADVISES THAT THE SLIDE ROOM FLOOR COVERING IS NOT LAYING FLAT.

CAUSE: Flooring is curling up

CORRECTION: Took picture of the floor not laying flat. Used a heat gun to soften the flooring and massage the flooring to help it lay down.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	85.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Subtotal for Job #5:			85.00

Job #6 - Warranty
 COMPLAINT: CUSTOMER ADVISES THAT THE TOILET IS LEAKING ON THE FLOOR.

CAUSE: Water line connection to the toilet valve

CORRECTION: Connected the hose to the city water connection. Flushed the toilet 3 times to get the air out of the line and noticed water dripping. Flushed the toilet more to locate the leak. Found the leak wre the



water line connections to the toilet valve. Checked the tightness of the water line. Water line was loose and water was dripping from. Took a picture of the leak. Tightened the water line to the toilet valve. No more leaks occurred.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	34.00
Subtotal for Job #6:			34.00

Job #7 - External

COMPLAINT: CUSTOMER ADVISES THAT THE SLIDE OUT SEAL IS NOT ADJUSTED PROPERLY. CUSTOMER IS NOTICING THAT SEVERAL LADY BUGS ARE GETTING IN THE TRAILER.

CAUSE: Slideroom are adjusted properly

CORRECTION: Inspected the slideroom seals and took pictures. Found damaged or any difference in the seals. Seals are functioning with no problems.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Subtotal for Job #7:			0.00

Job #8 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE STABILIZER JACKS DO NOT CRANK ALL THE WAY UP.

CAUSE: Jack are very difficult to turn

CORRECTION: Expanded the 4 stability jacks but when retracting the stability jacks they are difficult to close. When extending the stability jacks it is difficult. Used lubricant spray but didn't help. Extended the stability again and retracted but nothing changed as the stability jacks are still difficult to close.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	136.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00

Parts

Part #	Description	Qty	Price	Total
285326	24IN SCISSOR JACK KIT WITH CRANK HANDLE (PAIR)	2.00	90.22	180.44

Subtotal for Job #8: 316.44

Job #9 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THERE ARE PIN HOLES IN THE TOP OF THE NIGHT STAND IN THE BEDROOM.

CAUSE: The pin hole is a hole from a screw.

CORRECTION: Took pictures of the night stand with a pin hole. Looks that there was a screw in it at some point. Has a clear filler over the hole but still is noticeable. New piece of paneling is required.

Labor

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

Subtotal for Job #9: 0.00

Job #WINTER - External

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

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INCLUDES 2 GALLONS OF ANTI-FREEZE
 UNITS WITH WASHING MACHINE OR ICEMAKER
 WILL BE EXTRA
 DE-WINTERIZATION IS NOT INCLUDED
 NUMBER OF GALLONS USED _____

CAUSE: Winterizing 3 gallons

CORRECTION: Drained the black, grey, fresh tanks and the water heater. Turned valves at the water heater and the water pump. Added 3 gallons thru the kitchen faucet, bathroom faucet, toilet, shower, outside shower, outside kitchen. Depressed city water connection and lo points.

Labor

Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	SAR	N/C
Z990	WINTERIZE UNIT	SAR	N/C

Parts

Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	2.00	N/C	N/C

Other Services

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

Subtotal for Job #WINTER: 0.00

Parts Total: 202.22
 Labour Total: 5,457.00
 Sublet Total: 0.00
 Extras Total: 0.00
WORK ORDER TOTAL: 5,659.22

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 Jan 2025

W/O: 75380
 Promised Date: 30 NOV 24



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