

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Expired
MYERS RV CENTER INC		CLAIM	2449741
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	5ZT2AVEC6SB939455
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	050 / 050
OWNER INFORMATION		ITEM #	AVT16RD-50
TROM PLONT		DEALER RO #	72305
705 AVENIDA LOS SUENOS		CLAIM START DATE	09/26/2025
Bernalillo, NM 87004		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/28/2025	WARRANTY EXPIRATION DATE	04/28/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	20-46-19-00-000721	Window - Exterior/Windows/Reseal/No Tread Code
	Complaint, Cause, Correction	
	Original Note : ryliefayth@gmail.com, 2025-09-26 14:04:35 :: CUSTOMER STATES BACK WINDOW IS LEAKING FROM THE TOP - WHEN STANDING OUTSIDE UNIT CUST. CAN PUSH ON THE TOP LEFT OF WINDOW Glass adhesive no longer holding glass seal against frame Remove glass scrap old adhesive off add new adhesive and reset glass in place. Or replace window Time needed to remove glass and reseal 2 hours Additional Note : ryliefayth@gmail.com, 2025-10-04 15:04:04 :: Should we just replace window? I haven't heard of a window repair like this.	

Model#	Dir Sub Hrs	2.00	Sub Labor Amt	\$380.00
Serial#	Appr Hrs	1.50	Appr Labor Amt	\$285.00

Notes

We will need picture of the issue to send to the vendor. CB
 The customer picked up the unit. Can we order a window and replace? I hate to bring the customer back in for more pictures.
 I have sent this to the vendor for authorization. CB
 Vendor states: "Case Number: 6299636
 Hello Chase Biddle,

Thank you for contacting Lippert Customer Care Center. We will work to resolve your matter, which may be replacing a component or facilitating your warranty concern. Please reply to this email directly providing the following items so that we may better assist you.

Pictures/Video needed:

- Photos of the complete window from the inside
 - Photo of the Lippert etching/DOT information
 - Video of cascade water test clearly showing where water is leaking inside/defect
- Upon receipt of the requested information we will review your request."
 CB

I uploaded more pictures. I think this window should be replaced.
 This claim has been sent back to the vendor with the information you provided. Please acknowledge, placing the claim back on my side. I will update the line once I receive their response. Thank you.
 Vendor states: Case Number: 6299636 VIN: SB939455

Hello Richard,
 Thank you for the photos. We are still needing the following information:

- Photos of the complete window from the inside
- Video of cascade water test clearly showing where water is leaking inside/defect

Richard, The customer has brought the unit in twice now for different types of pictures etc. We can get a video when he brings unit back. I am going to order the window and leave the customer in the middle---Brian

The customer should not be in the middle waiting.

This claim has been sent back to the vendor with the information you provided. Please acknowledge, placing the claim back on my side. I will update the line once I receive their response. Thank you.

Acknowledging, waiting for update.

Vendor states: Case Number: 6299636 VIN: SB939455

Hello Richard Fisher,
Thank you for taking my call today.

We have reviewed your request and information provided and Lippert will authorize one new window and 1 hour of labor pending part return for testing.

Please return the parts to:

Lippert

Attn: Bobby Bradley
2020 Blakesley Pkwy
Bristol, IN 46507

This authorization is pending ALL requirements of repair code have been met.

To help the dealership out.

Vendor states: Case Number: 6299636 VIN: SB939455

Hello Richard Fisher,
Thank you for taking my call today.

We have reviewed your request and information provided and Lippert will authorize one new window and 1 hour of labor pending part return for testing. Prime Time will provide .5 in labor.

Please return the parts to:

Lippert

Attn: Bobby Bradley
2020 Blakesley Pkwy
Bristol, IN 46507

This authorization is pending ALL requirements of repair code have been met.

Vendor would like part returned for testing. Please send part to:

Lippert

Attn: Bobby Bradley
2020 Blakesley Pkwy
Bristol, IN 46507

Please return to vendor asap.

Who is paying for the shipping to send a window back?

Part

Line# 1	Item #	Description	Serial #	Part tag		
	20X54858A	TRIM RING, 8505-7; 72.0 X 28.0; BLK 2442371, V000449656				
	Model #					
	Sub Qty	1.00	Sub Dlr Price	\$22.43	Sub Freight	\$0.00
	Appr Qty	0.00	Appr Dlr Price	\$0.00	Appr Freight	\$0.00

Notes

Line# 2	Item #	Description	Serial #	Part tag		
	F100085071	WINDOW, 72" X 28", DUAL WEEP, CLEAR, RED HANDLE, BLACK TRIM, V000496378				
	Model #					
	Sub Qty	1.00	Sub Dlr Price	\$146.58	Sub Freight	\$230.94
	Appr Qty	0.00	Appr Dlr Price	\$0.00	Appr Freight	\$0.00

Notes

Line# 3	Item #		Description			
	USERPART		Putty tape, screws			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$14.25	Sub Freight	\$0.00
	Appr Qty	0.00	Appr Dlr Price	\$0.00	Appr Freight	\$0.00

Notes

Labor

Line# 2	Operation Code	Operational Description		
	20-46-01-00-000724	Window Track - Exterior/Windows/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ryliefayth@gmail.com, 2025-09-26 14:05:33 :: CUSTOMER STATES THE GUIDE TO REAR WINDOW IS WARPED Plastic track warped Remove and replace plastic track Time needed 1hour Need to order 7 feet of track			
Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$190.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

Is this the same window as line 1? We will need pictures of the full window form thie inside and outside and of the etching on the window. CB
Attached more pics
Is this the same window as line 1?
Non of ther pictures are of the full window.
This is the same window as job 1. I would replace the window and solve the issues
I have sent this to the vendor for authorization. CB
I uploaded more pictures. I think this window should be replaced.
Duplacate claim.
Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed.
Please contact the associated warranty department if you have any questions.

Submitted	Labor Amt	\$570.00	Approved	Labor Amt	\$285.00
	Parts & Freight	\$414.20		Parts & Freight	\$0.00
	Total	\$984.20		Total	\$285.00

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.