

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Paid
MYERS RV CENTER INC		CLAIM	2621114
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	03/26/2026
Bernalillo, NM 87004		CLAIM END DATE	04/22/2026
USA			
Retail Date of Purchase	04/28/2025	WARRANTY EXPIRATION DATE	04/28/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	20-46-01-00-000721	Window - Exterior/Windows/Replace/No Tread Code
	Complaint, Cause, Correction	Original Note : stephanie@dealer-advisors.com, 2026-03-26 09:12:58 :: **This is from expired claim 2449741. Claim expired while waiting to find out if the vendor wanted us to use a specific carrier to send the window back.** Complaint: Customer states back window is leaking from the top - when standing outside customer can push on the top left of the window. Cause: Glass adhesive is no longer holding glass seal against frame. Correction: Case 6299636. Remove glass and scrape old adhesive off and add new adhesive. Reset glass in place or replace whole window. Time to remove and reseal glass is 2.0 hours. Took video of water being sprayed on the outside of the unit while inside and could see pooling inside the track inside of the unit. Removed 4 screws and took the blind trim off. Removed 3 screws and took the blind down. Removed all the ring screws from the inside. Took the window out. Scrapped the foam sealant off the side of the unit. Prepped the new window and putty tape all around. Set the new window in place. Put a screw in each corner. Then screwed the ring in place and found from one window to the new window 12 screws were missing. Screwed the blind back to the wall. Reattached the trim. Cleaned up excessive putty outside around the window. Wiper off the hand prints inside and outside. Tested the window for operation and it worked correctly. Boxed up the old window. Additional Note : stephanie@dealer-advisors.com, 2026-04-22 13:26:16 :: T-Force picked up window 4/15/2026. We have not received a bill for the freight charges, appears to have been prepaid by Lippert. Should we received a bill/invoice for the shipping on this, we will be doing a follow up claim for freight only. We were advised Lippert would pay for shipping by Dana, and we could add it to the claim. however, since we have not received anything, we are submitting for payment at this time. Lippert has the window now, it has been delivered. Bill of lading is attached.
Model#	Dlr Sub Hrs	Sub Labor Amt
	1.50	\$285.00
Serial#	Appr Hrs	Appr Labor Amt
	1.50	\$285.00

Notes

EXPIRED CLAIM GUIDELINES: The following guidelines have been created to assist our Warranty Departments in determining if the claim should be reviewed and/or processed for payment when it's been submitted after the original claim has expired. • The new claim must be submitted for authorization within 1 year of the original claim start date. Example: Claim start date is 12/21/2022. Dealer has unit 12/20/2023 to submit the new duplicate claim. • The Dealer must provide an explanation in the new duplicate claim as to why the original claim expired and why it is being submitted again. This should be stated in the Complaint, Cause, Correction box of the 1st labor line of the claim. • The new duplicate claim must have the original claim number in either the Dealer RO number or at the beginning of each Complaint, Cause, Correction box. • The new claim must contain all information and attachments that the original claim did. • The Dealer should attach a copy of the work order

showing the actual repair dates. If no work order is provided and the unit is out of warranty, the repairs may be denied or adjusted. • If the repair was originally authorized by a Vendor, a new Vendor authorization may need to be obtained to ensure they are still willing to cover the repair or at least have been notified of the situation. •

Please attach all of the required information, picture(s) and documents to this claim. Thank you.TD

Hi Tony. As mentioned in the notes for the repair, this is from expired claim 2449741. We had already submitted this for payment on March 3rd. The vendor required that the window be returned, so we needed to find out who was responsible for the costs associated with that. Dana Doerr advised that the vendor would pay shipping costs, and had put it back in an approved status so we could add shipping charges to our claim. After that, we discovered that shipping rates varied quite a lot depending on what shipping company we used. Contacted Dana via email, but she was out on vacation, so the response time took a little longer, causing the claim to expire. She did advise via email that there is no specific carrier we are required to use. One of our employee's is out sick right now, so that has caused a bit of a delay getting the window returned. I have attached a copy of the work order, emails from Dana to substantiate. The labor code was changed from the original claim to support the window replacement rather than resealing. The case number that the vendor gave us is also included in the CCC area. Pictures and videos were also included.

Waiting on vendors response.TD

Ok, thanks. They had already issued approval for this. The case number was in the 3 C's.

Was window sent back to the vendor.TD

Not yet. We had it scheduled to be picked up, but the carrier never showed up. At this time, I am just trying to get the claim reapproved. We have the window ready to be shipped. I tried contacting Dana again today to have her call me, and I have not heard back from her yet.

VCB,

VCB, 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.

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	\$22.42
	Appr Qty	1.00	Appr Dlr Price	\$22.43
			Sub Freight	\$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
	Appr Qty	1.00	Appr Dlr Price	\$146.58
			Sub Freight	\$230.94
			Appr Freight	\$230.94

Notes

Submitted	Labor Amt	\$285.00
	Parts & Freight	\$399.95
	Total	\$684.95

Approved	Labor Amt	\$285.00
	Parts & Freight	\$399.95
	Total	\$684.95

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.