

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497
 GREENEWAY INC
 DBA GREENEWAY RV SALES & SERVICE
 8220 STATE HWY 13 SOUTH
 WISCONSIN RAPIDS, WI 54494
 USA

CLAIM STATUS Paid
 CLAIM 2639009
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TFLF27SZ197635
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 010 / 010D
 ITEM # FLT26SFK
 DEALER RO # 12729
 CLAIM START DATE 04/13/2026
 CLAIM END DATE 04/30/2026

Labor rate: \$140.00

OWNER INFORMATION

SCOTT A HANNEMAN
 511 HAMMEN COURT
 Kaukauna, WI 54130
 USA

Retail Date of Purchase 06/05/2025

WARRANTY EXPIRATION DATE

06/05/2026

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 30-101-24-00-001079 Sliding, Pocket Door Track - Interior/Interior Doors/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-04-14 10:52:20 :: Complaint: Sliding door for the rear bathroom keeps falling off the track every time they travel. Cause: The lock that keeps the sliding door from falling off the track was not locked which caused it to fall off. Correction: Installed door, if the door falls off the track again, we will need to replace the lock that holds the sliding door in place.
Model# **Dlr Sub Hrs** 0.30 **Sub Labor Amt** \$42.00
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$42.00
Notes

Labor

Line# 2 **Operation Code** **Operational Description**
 20-44-01-00-000576 Roof Awning Rail - Exterior/Roof/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-04-14 10:53:49 :: Complaint: Leaks between the awning and the unit. Cause: The reason it is leaking between the awning and the unit is where they put two pieces of screw track together, they didn't seal it properly. Correction: Reseal screw track. Additional Note : greeneway@dealer-advisors.com, 2026-04-14 10:54:49 :: No labor code for correct screw track
Model# **Dlr Sub Hrs** 1.50 **Sub Labor Amt** \$210.00
Serial# **Appr Hrs** 0.00 **Appr Labor Amt** \$0.00
Notes
 changing to a better suited repair code.
 hello, can you advise if the gray sealant was applied by the dealership? Did the tech take a photo showing the leak down the side of the unit? Thank you!
 The gray sealant was not applied by the dealership, they believe this was the customer attempting a temporary fix until they were able to get the unit to us. One of the photos provided shows the water dripping down, if you look at the bottom right you can see some of the dry dripping.
 hello, I am not seeing that in the photos, we would need photos showing the water going past the rail and dripping down the sidewall. Thank you.
 Good morning, the tech has fixed the leak, so we are unable to get more photos. You can see in the other photos that there was water dripping down and leaving marks on the side of the camper. Thank you.
 Hello, I am only seeing one photo of the railing that shows any issues. The second picture on the claim I am not sure what it is as its so close up to whatever product that is. If no additional pictures can be provided we will need a circled picture showing the issues in the ones you have already attached. If we cannot see the issue we cannot authorize for the repair. Thank you.

The second photo you can see the water marks on the bottom right corner. This is showing the leakage, water lines.

We respectfully deny this request as the pictures are not showing a defect. Customer maintenance is to be performed on seals every 6 months after ownership, the unit has been retail sold for 10 months. This is regular maintenance and not a warranty issue. Thank you.

Submitted	Labor Amt	\$252.00	Approved	Labor Amt	\$42.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$252.00		Total	\$42.00

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.