

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 2352916 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2FERB0RW029080 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 320 / 320 ITEM # FET258BHS-320 DEALER RO # 77155 CLAIM START DATE 07/01/2025 CLAIM END DATE 01/01/1900	Labor rate: \$185.00 OWNER INFORMATION ROD D POLAND 1927 FRONTAGE CREEK LANE Sumner, IL 62466 USA Retail Date of Purchase 07/12/2024 WARRANTY EXPIRATION DATE 07/12/2025
---	---	---

Claim Line Details

Labor

Line# 1	Operation Code 70-671-01-11-001463	Operational Description GE Roof AC - complete - Appliances/Roof AC (GE)/Replace/Electrical	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-07-01 15:24:16 :: CUSTOMER GOT UNIT HOME FROM RECENT SERVICE VISIT. WHEN THE T-STAT IS SET AT 60 DEGREEES, THE COOLEST IT WOULD GET IS 77 DEGREEES. WHEN HE SET IT AT 70 DEGREEES, THE COOLEST IT WOULD GET IT WAS 80 DEGREEES. UNIT WAS ALSO SHORT CYCLING AS WELL. After talking to the customer, we found that the unit cools for 2 hours and then the compressor begins to turn on and off. The air conditioner will not longer coolant this point. I did find that the air box was leaking air from the discharge into the take. I tested to make shore that the air box was sealed up and not mixing the hot airtight the cold air. I did find that some of the tape had come loose from the air box. I removed all of the old tape in the air box and replaced it. After I replaced all of the loose tape. I tested the air conditioner again. I found that the air conditioner is not cooling as well as it did the week before. I removed the top of the air conditioner to pull readings from the air conditioner. I also checked the resistance on the freeze switch. When testing the freeze switch, I found an oily substance on the soldered side of the condenser. Looks like oil has been leaking out of the side of the condenser. The air conditioner needs to be replaced. Additional Note : bhoffman@americanrvcenter.com, 2025-07-01 15:26:10 :: WE JUST HAD THIS UNIT IN PLEASE LOOK AT PHOTOS FROM LAST CLAIM		
Model#	ARC15AACBH2	Dir Sub Hrs	3.00
Serial#	FV111746R	Appr Hrs	3.00
		Sub Labor Amt	\$555.00
		Appr Labor Amt	\$555.00

Notes

All information has been sent to the vendor for their review and authorization. We will update the claim accordingly once we hear back from the vendor.

what is the update here

R&R GE air conditioner as per vendor authorization CASE #00242588 with 3.00 hours for labor; You will need to replace the roof air conditioner with the new generation air conditioner GRCS13XAHB. You will also need to replace the control board S series, single Zone RGREC3A. You will also need to replace the thermostat RGRWT2B. You will use the same interior assembly - however you will need to replace the control board in the assembly, the wall thermostat also needs replaced. - the 3.00 hours the vendor authorized is for replacing the A/C and the control board and the thermostat; All 3 items to be replaced the Vendor will ship to the dealer at no charge; Vendor was given shipping address as the address that is on this claim; Vendor requires photos be taken showing the serial data tag being removed from the old air conditioner and attach these photos to this claim; I would recommend taking the data tag off and putting it on a blank piece of paper and taking photos of that and attaching these new photos to this claim; Claim cannot be processed for payment until these photos are attached to this claim.

Submitted	Labor Amt	\$555.00		Approved	Labor Amt	\$555.00
	Parts & Freight	\$0.00			Parts & Freight	\$0.00

Total \$555.00

Total \$555.00

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.