

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2573160
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TFLX27SD465207
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$140.00	SITE/WAREHOUSE	010 / 010B
OWNER INFORMATION		ITEM #	FLT22FBS
PAMELA TOMSCHIN		DEALER RO #	13182
W14371 COTTONVILLE LANE		CLAIM START DATE	02/06/2026
Coloma, WI 54930		CLAIM END DATE	05/19/2026
USA			
Retail Date of Purchase	05/31/2025	WARRANTY EXPIRATION DATE	05/31/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	20-69-01-00-000706	Compartment Door - Exterior/Compartment Doors/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : greeneway@dealer-advisors.com, 2026-02-06 13:02:34 :: Complaint: Customer states that the compartment door blew open and it is bent. Needs to be looked at. ODS front compartment, the lock is in the ziplock baggy just inside the front door. Cause: Door blew open and bent front storage compartment. Correction: R&R compartment door and lock.	

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$210.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00

Notes

Hello, can you please advise how the door flew open? Were there issues with the door prior to this happening? It looks like the door latch has been removed, was that just to resecure the door to get it into the dealership? Thank you.

The door flew open because it would not stay latched properly due to the door being bowed. The latch is missing because when it blew open, the handle broke and the customer couldn't secure it. So, they removed it and tied it closed with a string. Thank you.

authorized as a one time goodwill gesture for the customer, however please note this would be considered damage as it appears the door is bent where the magnet meets the door frame. It looks as if the bow in the door was caused by the door being opened with too much force and hitting the magnet, bending the frame. Thank you.

Part

Line# 1	Item #	Description
	F100220872	LOCK PART - 7H-3: DOOR LOCK CYLINDER FOR KEYED ALIKE, MASTER - V# KC-SM-NK-361-370 SPECIFY KEY NUMBER NEEDED 361-370, KEY PURCHASED SEPARATELY, PCN 10G-0986
	Model #	Serial #
	Sub Qty	1.00
	Appr Qty	1.00
	Sub Dlr Price	\$2.15
	Appr Dlr Price	\$2.15
	Part tag	Sub Freight
		\$0.00
		Appr Freight
		\$0.00

Notes

Line# 2	Item #	Description
	F100411703	COMPARTMENT DOOR - PFL: SINGLE MINI SLAM LATCH, W/ LEFT HINGE, KEYED ALIKE, 500 SERIES - ALLOY W/ BLACK FRAME - 27 3/4" X 23 3/4" - V# 50660 N, W/ PIANO HINGE USE V# 51223 FOR EXTRUDED HINGE
	Model #	Serial #
	Sub Qty	1.00
	Sub Dlr Price	\$66.94
	Part tag	Sub Freight
		\$46.87

Appr Qty	1.00	Appr Dlr Price	\$66.94	Appr Freight	\$46.87
Notes					

Labor

Line# 2

Operation Code	Operational Description
70-167-01-00-001980	Gas Control Valve - Pilot - Appliances/Water Heater (Suburban)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2026-02-06 13:04:49 :: Complaint: Customer states that the hot water does not like to stay lit on gas. It does light on gas, but it does not stay lit. Customer states that it does have a hard time lighting on gas as well, this was previously looked at last fall. Cause: Took everything apart on the hot water heater, cleaned it, did testing on the solenoid, those were fine. Move the igniter to the middle of the tube seen that was out of line. Correction: Moving the igniter to the middle of the tube seemed to fix the problem. Ran it for two hours and it lit up every time. Will need a new PT valve as it has a steady drip when it is pressurized. Additional Note : greeneway@dealer-advisors.com, 2026-02-06 13:05:51 :: Unsure on correct labor code. Additional Note : greeneway@dealer-advisors.com, 2026-05-19 15:01:24 :: Including rush fee due to the fact that FR told us to order the incorrect part first and we needed to get the correct part to complete the repair.

Model#	SW6DELC	Dlr Sub Hrs	1.00	Sub Labor Amt	\$140.00
Serial#	2514008191	Appr Hrs	1.00	Appr Labor Amt	\$140.00

Notes

Changed to a better suited code based on the pictures and description provided. Thank you.
Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you
The requested repair has been authorized by Forest River and the Vendor for 1.00 hr. To replace the GAS VALVE. Please order the replacement part from the Forest River parts department or a local supplier. If the part is purchased outside of Forest River or the Vendor, the Off-the-Shelf parts policy would be applied and a receipt would be required.

Part

Line# 3

Item #	Description				
F100110826	WATER HEATER PART - SOP: GAS VALVE FOR MODEL # SW6DEL, SWDEL - V# 161255				
Model #	Serial #	Part tag			
Sub Qty	1.00	Sub Dlr Price	\$69.63	Sub Freight	\$19.93
Appr Qty	1.00	Appr Dlr Price	\$69.63	Appr Freight	\$19.93

Notes

Labor

Line# 3

Operation Code	Operational Description
70-147-24-00-001761	Winegard TV Antenna On Off Power Supply Booster - Appliances/Television/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2026-02-06 13:07:25 :: Complaint: Customer states the TV does not get reception. IT was in last fall and we replaced the antenna, they are not getting any channels at all. They have tried the antenna both in campgrounds and at home, if there is no problem found, customer would like to be shown how to operate. Cause: Had to do an antenna scan. Correction: Have to go into menu, do an antenna scan and make sure on the antenna by the back of the camper make sure its on. Had 6 channels inside the shop and 13 channels outside the shop. Additional Note : greeneway@dealer-advisors.com, 2026-02-06 13:08:06 :: No code

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$70.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00

Notes

Submitted	Labor Amt	\$420.00	Approved	Labor Amt	\$280.00
	Parts & Freight	\$205.52		Parts & Freight	\$205.52
	Total	\$625.52		Total	\$485.52

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.