FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	**CLAIM STATUS**	Authorized
MYERS RV CENTER INC		**CLAIM**	2531075
12024 CENTRAL AVE S.E.		**CLAIM ORIGIN**	WEB
ALBUQUERQUE, NM 87123		**ORIGINAL CLAIM ID**	
USA		**VIN**	4X4TRPV2XTB034617
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	$190.00	**SITE/WAREHOUSE**	080 / 080
OWNER INFORMATION		**ITEM #**	RPT197-80
MELISSA MARTINO		**DEALER RO #**	72707
1014 21ST AVE		**CLAIM START DATE**	12/18/2025
Rio Rancho, NM 87124		**CLAIM END DATE**	01/01/1900
USA			
Retail Date of Purchase	10/18/2025	**WARRANTY EXPIRATION DATE**	10/18/2026

Claim Line Details

Labor

Line# 1

Operation Code 20-66-02-00-000687

Operational Description Screen Door Latch - Exterior/Entry Doors/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 08:55:18 :: Complaint: Customer states the screen and the main door latch is not opening together Cause: Screen door latch screws are pulled out of the door causing screen door to not open Correction: Reinstalled screws to hold latch in place

Model#		**Dlr Sub Hrs**	0.25	**Sub Labor Amt**	$47.50
Serial#		**Appr Hrs**	0.25	**Appr Labor Amt**	$47.50

Notes

authorized to repair as stated

Labor

Line# 2

Operation Code 20-66-02-17-000672

Operational Description Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 08:57:13 :: Complaint: Customer states when you lock the entry door it comes open in transit, have to slam the door to catch Cause: Door latch needs to be adjusted so the door closes properly Correction: Adjusted door latch

Model#		**Dlr Sub Hrs**	0.25	**Sub Labor Amt**	$47.50
Serial#		**Appr Hrs**	0.25	**Appr Labor Amt**	$47.50

Notes

authorized to repair as stated

Labor

Line# 3

Operation Code 60-140-19-00-001573

Operational Description Sink - Plumbing/Bathroom (Lavatory) Sink/Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 08:59:16 :: Complaint: Customer states caulking around bathroom sink is coming off Cause: Caulking on bathroom sink is peeling Correction: Resealed around bathroom sink with sealant

Model#		**Dlr Sub Hrs**	0.25	**Sub Labor Amt**	$47.50
Serial#		**Appr Hrs**	0.25	**Appr Labor Amt**	$47.50

Notes

authorized to repair as stated

Labor

Line# 4

Operation Code 20-49-01-00-000580

Operational Description Front Wall Fiberglass Filon Wrap - Exterior/Front, Fiberglass Cap, Cab Over/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:01:41 :: Complaint: Customer states under the

front window towards the door side there is a dimple/delamination Cause: Front cap has an imperfection when running hand over it, possible delam Correction: Would like a suggestion from the manufacturer on how to fix concern, possible update to labor needed after repair advice given

Model#	**Dlr Sub Hrs**	8.00	**Sub Labor Amt**	$1,520.00
Serial#	**Appr Hrs**	8.00	**Appr Labor Amt**	$1,520.00

Notes

is there anything from the interior side that would create that bulge?
Nothing that would create the bulge.
Hello, I will reach out to my service team for repair reccomendations. thank you
Ok, thank you.
hello, is there any other photos you can provide?
Photos added, imperfection marked in red, you may need to zoom in on the photo.
hello, we can authorize to replace the front skin
Ok. I'll let them know.
How much time would be allowed for that?
hello, we could authorize up to 5 hours for repair
It will take at least 8.0 hours to do this repair. It is delaminated and we would need the backer board, in addition to the filon. We would also need to see what is causing the area to push out under the window. Window would need to be removed, along with some exterior lighting to replace filon. All decals would need to be replaced. The area that is pushed out is underneath the window, so if the seal is damaged, we may also need to replace the window seal.
i will review this info, can you provide a repair breakdown
Replace the filon - 5.0, replace decals 1.0, remove and reinstall window 1.0, possible replacement of window seal is damaged from protrusion under filon .2, remove and reinstall exterior light .2, remove metal at front and reinstall .6, various trims and such will also need to be removed in order to install filon.
hello, 5 hours to replace decals? Could i please see the decals that will need replaced?
Replacing the filon is 5.0 hours, replacing the decals is 1.0 hour, removing and reinstall window is 1.0, possibly replacement of window seal if damaged .2, remove and reinstall exterior light is .2, remove metal at front and reinstall is .6. Various trims and such will also need to be removed in order to install filon.
hello, we will need to see what exactly is pushing the filon out
It
It's underneath the filon. There is no way to get a picture of that unless you want them to start removing it.
i could also authorize the replacement of the flion.
This is for authorization to replace the filon and decals. The window has to be removed to do that, and if the seal is damaged because of the protrusion, that will need to be replaced. We have to take off the light and the metal and various trims to replace the filon. Up further, you said we could get 5.0 to replace that, the additional labor time is for the decals and the components that will need to be removed to do it.
thank you for the feedback, how much labor would the techs need to repair as stated
I'm not exactly sure what else you need - all of the information you're asking for has already been provided. You said you could authorize the filon at 5.0, and the tech stated it would take at least 8 hours to do that. The labor breakdown I provided was after you requested it. If you go back up to our notes starting on January 22nd, you stated you could authorize the 5.0 hours, and the labor breakdown is after that on the 26th and 28th of January to support the 8 hours we are asking for to replace the filon.
Thank you so much for the feedback!! And answering my question on how much time you would like. I mainly asked this question as the time requested on the line was not at 8 hours. I was just verifying. Thank you!! Have a great day!

Labor

Line# 5

Operation Code	**Operational Description**
30-100-01-00-001050	Cabinet Stiles - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:03:39 :: Complaint: Cabinet divider below kitchen sink is bubbling Cause: Cabinet center trim piece is bubbling, covering is coming off Correction: Cabinet will need to be taken apart to remove and install the new trim piece

Model#	**Dlr Sub Hrs**	4.00	**Sub Labor Amt**	$760.00
Serial#	**Appr Hrs**	2.00	**Appr Labor Amt**	$380.00

Notes

Hello, this message is to alert you that Forest River is currently reviewing your request with the

Vendor. 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.
Ok, thank you.
Hello there, The requested repair has been authorized by Forest River and the Vendor for 2.00hrs for replacement stiles. Please order the replacement part from the Forest River parts department at div92parts@forestriverinc.com or by calling 574 642 3119 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. Thank you

Labor

Line# 6

Operation Code 30-99-01-00-001018

Operational Description Day Night Shade or Roller Shade - Interior/Soft Goods/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:06:18 :: Complaint: Customer states shade above kitchen sink will not stay down and will not roll up properly Cause: Kitchen shade will not roll up at times, spring is pretty weak Correction: Remove and replace window shade with a new one

Model#	**Dlr Sub Hrs**	0.50	**Sub Labor Amt**	$95.00
Serial#	**Appr Hrs**	0.50	**Appr Labor Amt**	$95.00

Notes
authorized to replace blind as stated

Labor

Line# 7

Operation Code 20-46-24-00-000721

Operational Description Window - Exterior/Windows/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:09:43 :: Complaint: Customer states on the entry door there is a broken clip Cause: Entry door window inner trim has a broken tab Correction: Remove and replace inner window trim with a new one Additional Note : stephanie@dealer-advisors.com, 2025-12-18 09:12:35 :: **There is not flat rate code for an interior repair to the window, this is the closest I could find. It is not a window replacement, just replacing the clip** Additional Note : stephanie@dealer-advisors.com, 2025-12-23 15:42:34 :: 1.0 requested because the tab on the frame itself is broken and entire frame will need to be removed, resealed and replaced.

Model#	**Dlr Sub Hrs**	1.00	**Sub Labor Amt**	$190.00
Serial#	**Appr Hrs**	0.30	**Appr Labor Amt**	$57.00

Notes
Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. 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.
Ok, thank you.
24 hr notice sent to vendor
Door tag added
door tag sent to vendor
Thank you.
vendor is needing door tag
Correct photo of door tag added
authorized sent to vendor
Thank you.
Hello there, The requested repair has been authorized by Forest River and the Vendor for 0.30 hr new entry door window frame. Please order the replacement part from the Forest River parts department at div92parts@forestriverinc.com or by calling 574 642 3119 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. Thank you

Labor

Line# 8

Operation Code 10-3-01-19-002629

Operational Description Tire Pressure Sensor Valve Stem Cap - Frame & Chassis/Wheels, Tires, Hubcaps/Replace/Tires

Complaint, Cause, Correction
Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:15:25 :: Complaint: Customer states tire pressure monitors are missing on the passenger side, air covers. Cause: Valve stem caps are missing on curb side Correction: Replace valve stem caps

Model#	**Dlr Sub Hrs**	0.10	**Sub Labor Amt**	$19.00

Serial#		**Appr Hrs**	0.10	**Appr Labor Amt**	$19.00

Notes

Labor

Line# 9

Operation Code	**Operational Description**
60-141-01-00-001583	Interior Shower Head & Hose (Read Notes!!!) - Plumbing/Shower, Tub Surround/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:17:19 :: Complaint: Customer states inside shower head is leaking Cause: Shower head leaks when system is pressurized Correction: Replace shower head

Model#		**Dlr Sub Hrs**	0.10	**Sub Labor Amt**	$19.00
Serial#		**Appr Hrs**	0.10	**Appr Labor Amt**	$19.00

Notes

Labor

Line# 10

Operation Code	**Operational Description**
10-1-01-02-000067	Axle Spring U-Bolt, each side - Frame & Chassis/Axles, Suspension/Replace/ Suspension System

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 09:25:51 :: Complaint: When driving slowly the axles are making a horrible squeaking sound when backing up and going forward Cause: Suspension makes a noise when flexing while being moved around Correction: Lubrication spring shackles and bolts

Model#		**Dlr Sub Hrs**	0.30	**Sub Labor Amt**	$57.00
Serial#		**Appr Hrs**	0.30	**Appr Labor Amt**	$57.00

Notes

Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. 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.
ok, thank you.
hello, I have reached out to vendor
Thank you.
hello, can you send me a photo of the yellow axle tags thanky ou
Axle tags uploaded
sent to vendor
Thank you.
Hello there, The requested repair has been authorized by Forest River and the Vendor for 0.30 hr. Please order the replacement part from the Forest River parts department at div92parts@forestriverinc.com or by calling 574 642 3119 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. Thank you

Submitted		
	Labor Amt	$2,802.50
	Parts & Freight	$0.00
	Total	$2,802.50

Approved		
	Labor Amt	$2,289.50
	Parts & Freight	$0.00
	Total	$2,289.50

DEALER SIGNATURE **DATE**

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER SIGNATURE **DATE**

All repairs described have been inspected and are satisfactory.