

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 2570422
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2PUJB9T4026880
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 425 / 425
 ITEM # PUT20BHCE-1
 DEALER RO # 13170
 CLAIM START DATE 02/04/2026
 CLAIM END DATE 05/29/2026

Labor rate: \$140.00
 OWNER INFORMATION

Retail Date of Purchase WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 20-69-01-17-000700 Key Lock - Exterior/Compartment Doors/Replace/Latch
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-02-04 11:27:47 :: Complaint: The 751 key to unlock the compartment doors is missing. Cause: 751 key for compartment doors is missing from manufacturer. Correction: Replace 751 key.

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$14.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$14.00

Notes

Part

Line# 1	Item #	Description			
	USERPART	560046 - CH 751 key			
	Model #	Serial #	Part tag		
	Sub Qty	1.00	Sub Dlr Price	\$1.24	Sub Freight \$0.00
	Appr Qty	1.00	Appr Dlr Price	\$1.24	Appr Freight \$0.00

Notes

Labor

Line# 2 **Operation Code** **Operational Description**
 20-66-01-00-000658 Entry Door - Exterior/Entry Doors/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-02-04 11:29:14 :: Complaint: The main door is sticking when shut so it's hard to open. Cause: The main door is not closing properly; the door is slightly warped to where the latch will not sit into the striker plate. Correction: Replace door H: 72 1/4 W: 26 1/4

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$210.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

attach a photo of the door data tag for vendor review
 Photo added. Thank you!
 claim submitted to vendor follow email thread per vendor

Can you please provide the following information?

- Photo of the complete door and frame from straight on, outside view, with the door completely closed
- Photos of each hinge from the inside with the door open
- The inner frame measurements at the top, the middle, and the bottom. I have attached a link below that outlines how to take the frame measurements. These should be taken from the front

side with the door open
 re submit when photos obtained for vendor review
 Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed. Please contact the associated warranty department if you have any questions.

Labor
Line# 3

Operation Code **Operational Description**
 20-69-01-17-000701 Thumb Latch - Exterior/Compartment Doors/Replace/Latch

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-02-04 11:30:38 :: Complaint: The dust cover will not shut on any of the compartment doors. Cause: The compartment door locks were sticking a lot from salt getting into them from delivery, attempted to silicone lube them but it did not work. Correction: Replace 3 compartment locks.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$105.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$42.00

Notes
 flat rate
 .10 X 3

Part
Line# 1

Item #	Description				
USERPART	JRP00325 - 1-1/8in compartment door key lock, standard				
Model #	Serial #	Part tag			
Sub Qty	3.00	Sub Dlr Price	\$28.89	Sub Freight	\$0.00
Appr Qty	3.00	Appr Dlr Price	\$28.89	Appr Freight	\$0.00

Notes

Labor
Line# 4

Operation Code **Operational Description**
 10-7-01-16-000141 Entry Step - Frame & Chassis/Manual Entry Step/Replace/Structure

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-02-04 11:31:32 :: Complaint: The entry steps have a gouge in the second step. Cause: 3 pretty deep gouges on the steps from manufacturer. Correction: R&R entry steps.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$70.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes
 Dealer has submitted a repair that was not noted as damage or a shortage on the Dealer Acceptance Form or the Dealer Unit Inspection Form. This repair has been denied. It is necessary to note this type of damage or shortage on the DAF at delivery or within the 3 business days as required in The Forest River Way guidelines.
 Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed. Please contact the associated warranty department if you have any questions.

Labor
Line# 5

Operation Code **Operational Description**
 20-43-01-00-000589 Die Cut, Stripe, Decal, Graphic - Exterior/Exterior Miscellaneous/Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-02-04 11:33:24 :: Complaint: The forest river decal on the front cap is peeling. Cause: Peeling and tearing. Correction: Replace decal.

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

Notes

Part
Line# 1

Item #	Description				
F100614635	DECAL, LARGE FOREST RIVER LEGEND-BLK-LSE, FR-24-90677A				
Model #	Serial #	Part tag			
Sub Qty	1.00	Sub Dlr Price	\$13.53	Sub Freight	\$42.96

Appr Qty 1.00 Appr Dlr Price \$13.53 Appr Freight \$42.96
Notes

Submitted

Labor Amt \$469.00
Parts & Freight \$86.62
Total \$555.62

Approved

Labor Amt \$126.00
Parts & Freight \$86.62
Total \$212.62

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.