

# FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106  
BASDEN RV CENTER INC  
DBA AMERICAN RV CENTER  
600 E BASELINE ROAD  
EVANSVILLE, IN 47725  
USA

Labor rate: \$130.00  
OWNER INFORMATION

CLAIM STATUS Authorized  
CLAIM 885224  
CLAIM ORIGIN WEB  
ORIGINAL CLAIM ID  
VIN 5ZT2CAGC7NK003803  
CHASSIS VIN  
MILEAGE 0  
SITE/WAREHOUSE 203 / 203  
ITEM # BCAT184BHS  
DEALER RO # 66190  
CLAIM START DATE 01/03/2022  
CLAIM END DATE 01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

## Claim Line Details

### Labor

Line# 1      **Operation Code**      **Operational Description**  
60-138-01-00-001525      Termination Valve Handle - Plumbing/Drainage System/Replace/No Tread Code

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-01-03 16:03:27 :: T HANDLE IS BROKE ON BLACK TANK VALVE replaced t handle

<b>Model #</b>	<b>Dlr Sub Hrs</b>	0.20	<b>Sub Labor Amt</b>	\$26.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b>	\$26.00

**Notes**  
AUTHORIZED AS REQUESTED

### Labor

Line# 2      **Operation Code**      **Operational Description**  
10-38-01-00-000497      Lippert Schwintek In-Wall Slide Out Column - complete, per side - Frame & Chassis/Slide Out System (Lippert Schwintek)/Replace/No Tread Code

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-01-03 16:04:46 :: ROOM WONT COME OUT LEFT BOTTOM GEAR IS NOT MOVING TOOK RIGHT SIDE TRACK AND MOTOR OUT AND FOUND BOTTOM TRACK IS BAD AND SHOE IR BROKEN, NEED TO INSTALL NEW

<b>Model #</b>	<b>Dlr Sub Hrs</b>	2.50	<b>Sub Labor Amt</b>	\$325.00
<b>Serial #</b>	<b>Appr Hrs</b>	1.50	<b>Appr Labor Amt</b>	\$195.00

**Notes**  
Forest River has requested authorization for this repair through the Vendor. The repair is pending their response. The contact email on this claim has been copied on that request. Please acknowledge this repair line so that the claim is back on our side ready to be updated when we get the Vendor response. REFRAIN FROM ORDERING THE PART, as the Vendor may be sending a replacement to you if a replacement part is required. Please be sure to go back and read the Feedback notes upon receiving authorization for additional details.  
VENDOR REQUESTING ADDITIONAL PHOTOS

Thanks for reaching out.

Can we please get some photos of the measurement of slide-out gap, between the column and the slide-out? It should be +/- 1/8in. I've attached an example of the angle we'd be looking for. Here is a link showing how to take the measurements: <https://youtu.be/Pee-5W1ce8A>

If we could get 4 photos with the unit fully extended and 4 photos with the unit about 4 inches from being fully retracted, if possible, that would be helpful.

Hope to hear from you soon.

Thank you,

Aarika A.  
Lippert Customer Care Center Representative  
p: 432.LIPPERT | f: 574.534.7161  
e: customerservice@lci1.com

WHAT DO YOU WANT ME TO DO PLEASE LET ME KNOW ..... PLEASE OPEN LABOR LINE 7!!!!!!!  
VENDOR HAS AGREED TO COVER PARTS IF FOREST RIVER CAN COVER LABOR DUE TO NO WAY TO OBTAIN  
PHOTOS NEEDED AS THE SLIDE-OUT IS STUCK AT 8" OUT. FOREST RIVER AUTHORIZES 1.5 HRS OF LABOR.  
VCB PARTS

**Labor  
Line# 3**

<b>Operation Code</b>	<b>Operational Description</b>		
40-106-01-12-001216	Clearance Light - Electrical/12 Volt Exterior/Replace/Exterior Lighting		
<b>Complaint, Cause, Correction</b>			
Original Note : bhoffman@americanrvcenter.com, 2022-01-03 16:06:44 :: RIGHT REAR MARKER LIGHT DOES NOT WORK TOOK SIDE LIGHT OUT AND REAR LIGHT OUT AND FOUND GROUND WIRE WAS NOT HOOKED UP,HOOKED UP WIRES AND PUT LIGHTS BACK IN AND SEALED.			
<b>Model #</b>	<b>Dlr Sub Hrs</b>	0.30	<b>Sub Labor Amt</b> \$39.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b> \$26.00

**Notes**  
EXCESSIVE TIME REQUESTED. ADJUSTED TO FLAT RATE

**Labor  
Line# 4**

<b>Operation Code</b>	<b>Operational Description</b>		
20-58-01-00-000608	Metal - Aluminum Siding, each - Exterior/Metal, Aluminum Siding/ Replace/No Tread Code		
<b>Complaint, Cause, Correction</b>			
Original Note : bhoffman@americanrvcenter.com, 2022-01-03 16:07:44 :: THE LEFT SIDE TOP SIDE ROOM HAS A HOLE THAT GOES ALL THE WAY THROUGH TOOK PICTURES AND MEASUREMENTS,WAITING ON PRE OTH. Additional Note : bhoffman@americanrvcenter.com, 2022-01-03 16:32:52 :: PLEASE LET US KNOW HOW YOU WOULD LIKE TO PROCEED			
<b>Model #</b>	<b>Dlr Sub Hrs</b>	7.00	<b>Sub Labor Amt</b> \$910.00
<b>Serial #</b>	<b>Appr Hrs</b>	2.00	<b>Appr Labor Amt</b> \$260.00

**Notes**  
THIS DOES NOT APPEAR TO BE A HOLE. IT LOOKS AS THOUGH EITHER THE TOP SEAL OR THE BOTTOM SEAL ARE NOT LONG ENOUGH. AUTH 2.0 HRS FOR THIS REPAIR  
PLACED IN FEEDBACK PER DEALER TO ADD ADDITIONAL PHOTOS.  
IF I MOVE THE SEAL ON THE TOP THE HOLE WILL SHOW ON THE OTHER SIDE AND IF I MIVE THE RIGHT WIPER SEAL THE BOTTOM WILL SHOW THE HOLE IF I MOVE THE WIPER SEAL ON THE RIGHT ALSO IT WILL NOT LINE UP WITH THE TRACK ON THAT SIDE  
CHECK NEW PHOTOS AND ADVISE  
As mentioned prior the seals are not long enough. They were cut to short during the build. Change the seals.  
OK  
ORDER SEALS AS DIRECTED. AUTHORIZED FOR 2 HRS.

**Labor  
Line# 5**

<b>Operation Code</b>	<b>Operational Description</b>			
70-671-01-00-001464	Inside Shroud - Appliances/Roof AC (GE)/Replace/No Tread Code			
<b>Complaint, Cause, Correction</b>				
Original Note : bhoffman@americanrvcenter.com, 2022-01-03 16:20:19 :: VENT BROKE ON PLENUM VENT HAD TAPE ON IT CUT THE TAPE AND THE VENT FELL INSTALL NEW VENT				
<b>Model #</b>	RMRMN1A	<b>Dlr Sub Hrs</b>	0.50	<b>Sub Labor Amt</b> \$65.00
<b>Serial #</b>	AS260037R	<b>Appr Hrs</b>	0.50	<b>Appr Labor Amt</b> \$65.00

**Notes**

<b>Submitted</b>	Labor Amt	\$1,365.00	<b>Approved</b>	Labor Amt	\$572.00
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Parts & Freight \$0.00  
Total \$1,365.00

Parts & Freight \$0.00  
Total \$572.00

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**DEALER** **DATE**  
**SIGNATURE**

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

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**CUSTOMER** **DATE**  
**SIGNATURE**

All repairs described have been inspected and are satisfactory.