

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	966871
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKE21NX155353
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017A
Labor rate:	\$150.00	ITEM #	ACKT294BH
OWNER INFORMATION		DEALER RO #	66777
		CLAIM START DATE	03/17/2022
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description			
	30-99-01-00-001018	Day Night Shade or Roller Shade - Interior/Soft Goods/Replace/No Tread Code			
Complaint, Cause, Correction					
Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:26:16 :: BIG BLIND FELL OFF OVER THE DINITTE TABLE BIG BLIND FELL OFF OVER DINNETTE TABLE. Moved unit into shop from front lot. Removed valance from window. Removed roll up shade from clips securing it to valance. Both ends of roller tube fell out of shade. Left end missing. 3/16/2022: Turned in parts request for a new shade. tRIMMED OFF BRAD NAILS ON WOOD VALANCE.					
	Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$60.00
	Serial #	Appr Hrs	0.20	Appr Labor Amt	\$30.00

Notes

time adjusted per flat rate

Labor

Line# 2	Operation Code	Operational Description				
	10-1-01-03-000052	Brake Drum Assembly, each - Frame & Chassis/Axles, Suspension/ Replace/Service Brake System, Hydraulic & Electric				
Complaint, Cause, Correction						
Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:29:13 :: HAVING ISSUES WITH THE 7 WAY IT SAYS CHECK TRAILER WIRING UNIT WAS NOT HAVING BRAKES HAVING ISSUES WITH THE 7 WAY. IT SAYS CHECK TRAILER WIRING. UNIT WAS NOT HAVING BRAKES. Checked brakes on all four wheels. The front axle brakes are working. No brakes on rear axle. Checked wire connectors on roadside rear brake. Replaced connectors. Checked for power on wires to roadside brake and to curbside brake. Both have 12volts. Removed tire and wheels from rear axle. Removed both drums. Wires have been cut and clips holdin wire have come loose. Additional Note : bhoffman@americanrvcenter.com, 2022-03-17 15:29:28 :: NEED TO HAVE NEW MAGNETS INSTALLED						
	Model #	V000426405	Dlr Sub Hrs	6.00	Sub Labor Amt	\$900.00
	Serial #	S007612671	Appr Hrs	1.00	Appr Labor Amt	\$150.00

Notes

emailed over a form i need filled out
FORM UPLOADED
this has been sent to the vendor
Maddison,

Thank you for contacting Lippert Components for support with this issue. We are going to authorize 2 new brake assemblies and 1hr labor under warranty. VCB.

Thank you again for contacting us, if you have any other questions or concerns feel free to contact us again for assistance.

Lippert Customer Care Center Representative
P: 432.LIPPERT | f: 537.534.7161
E: customerservice@lci1.com

Labor
Line# 3

Operation Code	Operational Description
70-469-01-00-000399	Door Hinge, each - Appliances/Refrigerator (Furrion)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:32:42 :: BOLTS FALLING OFF THE FRIDGE THAT HOLD THE DOOR ON,, ON THE BOTTOM BOLTS FALLING OFF THE FFRIDGE THAT HOLD THE DOOR ON, ON THE BOTTOM. The loose screw at bottom of door is for the door closer. Door not falling off. Tightened bolt that is part of the door closer.

Model #	WD-282FWDC-6	Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #	EC2012040933	Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes

Labor
Line# 4

Operation Code	Operational Description
60-136-12-00-001500	Fitting - Plumbing/Fresh Water Supply/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:42:29 :: WATER LEAKING AT THE FRONT STORAGE AREA WHERE THE CARPET IS AND ALREADY HAS MOLDING WATER LEAKING AT THE FRONT STORAGE AREA WHERE THE CARPET IS AND ALREADY MOLDING. Pressured up water system. Found water leaking where bottom fitting screws into water heater. Tightened fitting 1 1/2 turns. Pressured up system with air to 40 psi. Let set for 20 mins. and checked pressure. Still at 40 psi. Removed all of customer's stuff from front compartment. Set a fan in compartment to dry out carpet. Vacuum carpet to clean off marks left by customer's stuff getting wet.

Model #		Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #		Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes

thank you

Labor
Line# 5

Operation Code	Operational Description
20-69-02-17-000708	Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/Adjust/Latch

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:45:26 :: THE COMPARTMENT DOORS LOCKS AND THUMB LOCKS ARE NOT WORKING VERY WELL BECAUSE THE NUTS ARE NOT TIGHT THE COMPARTMENT DOOR LOCKS AND THUMB LOCKS ARE NOT WORKING VERY WELL BEWCAUSE THE NUTS ARE NOT TIGHT. Tightened screws on all compartment door locks.

Model #		Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #		Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes

need pics of each front and back
PICS HAVE BEEN UPDATED
thank you

Labor
Line# 6

Operation Code	Operational Description
30-100-01-00-001044	Drawer Guides or Tracks, pair - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:48:47 :: CUSTOMER STATES THAT THE TRACKS ON THE GRILL DRAWER AND THE REGULAR DRAWER IN THE OUTDOOR KITCHEN CAME LOOS AND PULLED OUT WITH THE DRAWERS. CUSTOMER STATES THAT THE TRACKS ON THE GRILL DRAWER AND REGULAR DRAWER CAME OUT Checked drawer slides For outside grille and other drawer. Both have insert with ball bearings coming out when grille is pulled out. Both slides need replaced. Turned in parts

request for new drawer slides.

Model #

Dlr Sub Hrs

0.40

Sub Labor Amt \$60.00

Serial #

Appr Hrs

0.40

Appr Labor Amt \$60.00

Notes

thank you

**Labor
Line# 7**

Operation Code

30-101-02-00-001077

Operational Description

Hinged Passage Door Striker - Interior/Interior Doors/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-17 15:50:21 :: THE ROADSIDE BEDROOM DOOR WILL NOT LATCH CLOSED THE ROADSIDE BEDROOM DOOR WILL NOT LATCH CLOSED. Checked door latch plate. Plate mounted too high. Removed mounting screws. Moved plated down and reinstalled mounting screws.

Model #

Dlr Sub Hrs

0.20

Sub Labor Amt \$30.00

Serial #

Appr Hrs

0.20

Appr Labor Amt \$30.00

Notes

thank you

Submitted

Labor Amt \$1,185.00

Parts & Freight \$0.00

Total \$1,185.00

Approved

Labor Amt \$405.00

Parts & Freight \$0.00

Total \$405.00

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.