

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Authorized
MYERS RV CENTER INC		CLAIM	2710446
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	5ZT3CS2B6VG128657
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	049 / 049B
OWNER INFORMATION		ITEM #	CSFFAM37
		DEALER RO #	73412
		CLAIM START DATE	06/15/2026
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 10-9-15-00-000168	Operational Description Polymax Underbelly - Frame & Chassis/Levelers, Underbelly/Repair or Replace/ No Tread Code		
	Complaint, Cause, Correction Original Note : stephanie@dealer-advisors.com, 2026-06-15 13:39:40 :: Complaint: Underbelly is completely missing Cause: Torn off during transit. Correction: Will need the full length of the trailer for a new bottom board. Will have to go along and remove all self tapping screws from front to back. We have to remove what bottom board is still attached to any of the sewer drops for black and gray tanks. Will need to pull all the foam away from all the sewer drops and freshwater drop drains. Will need to go along all electric lines, resecure electric lines up. Some water lines that are sagging will also need to be resecured with zip ties so they do not interfere with install of new bottom board. New bottom board will need to be installed and reattached with self tapping screws with washers. Cut outs will need to be made for all the drains (freshwater and low point) once a bottom board has been installed. Electric will also need to be sealed with foam and any other cut outs for drains will need to be made.			
Model#		Dlr Sub Hrs	16.00	Sub Labor Amt \$3,040.00
Serial#		Appr Hrs	6.00	Appr Labor Amt \$1,140.00
	Notes Very excessive labor requested. Reduced to a reasonable amount to replace underbelly. Very excessive labor requested. Reduced to a reasonable amount to replace underbelly VCB Transportation for damages Readjusted labor to a more reasonable amount for the dealer.			
	VCB Transportation Let me know if you want me to do anything else for this line			

Labor

Line# 2	Operation Code 60-138-01-00-001525	Operational Description Termination Valve Handle - Plumbing/Drainage System/Replace/No Tread Code		
	Complaint, Cause, Correction Original Note : stephanie@dealer-advisors.com, 2026-06-15 13:42:05 :: Complaint: Gray tank handles are missing Cause: Gray tank handles are missing Correction: Need to replace both front and rear gray tank handles. Found them to be completely missing. one will need an extension rod with the new handle, the other is just the handle.			
Model#		Dlr Sub Hrs	0.15	Sub Labor Amt \$28.50
Serial#		Appr Hrs	0.05	Appr Labor Amt \$9.50
	Notes Excessive labor requested to replace missing T-handles and 1 extension rod for termination gate valves			

Labor

Line# 3	Operation Code 20-58-24-00-000813	Operational Description Lower Radius Metal, per piece - Exterior/Metal, Aluminum Siding/Repair/No Tread Code		
	Complaint, Cause, Correction Original Note : stephanie@dealer-advisors.com, 2026-06-15 13:44:19 :: Complaint: Belt rail is coming off Cause:			

Staples came loose and there are not enough screws Correction: Scrape clean and remove all silicone on the belt rail for the main slide on the passenger side. This is the slide that has the refer and dinette. Measure and put screws through the belt rail to reattach to the side of the unit in equal increments from the slide room to the rear of the unit.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$190.00
Serial#	Appr Hrs	0.75	Appr Labor Amt	\$142.50

Notes

Need better pictures of this concern. The 1st and 3rd pictures are not of belt rail.

Photos added

Excessive labor requested. Reduced to a reasonable amount

Labor

Line# 4

Operation Code	Operational Description
20-69-01-00-000707	Compartment Door Gasket - Exterior/Compartment Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 13:51:30 :: Complaint: Inner seal is falling off Cause: Inner seal is falling out, it is not long enough or not properly secured Correction: Will need to remove the inner seal for the compartment door and replace inner seal with a seal that is longer in order for it to stay up in the corners. Second option is to replace compartment door.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$95.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$57.00

Notes

Claim submitted for warranty consideration. Will update when they respond
Authed to replace compartment door seal.
VCB LCI

Case Number: 6980181
VIN: VG128657

Hello Chris Fendt,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new baggage door seal and 0.3 hours of labor.

For the latest updates to our flat rate chart, check the link: <https://support.lci1.com/documents/flat-rate-chart-rv>

Best Regards,

Tristan M.
Lippert Customer Care Representative
432-Lippert
www.lippert.com.

Labor

Line# 5

Operation Code	Operational Description
10-1-01-02-000040	Axle Assembly, each - complete - Frame & Chassis/Axles, Suspension/Replace/ Suspension System

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 13:56:12 :: Complaint: Spring hanger is bent and axle is damaged Cause: Unknown cause, some object struck the axle and bent the spring hanger during transport Correction: Recommendation to remove front axle and replace with a new one. Full inspection of the spring hanger, check for square straightness and any stress fractures in the steel. Potentially having to replace the spring hanger complete if it has any sort of damage beside being bent. It can be straightened without causing further damage. Recommend straightening. Removal of the axle will require disconnection from spring hanger and the rocker to the second axle. Disconnect the powerline for the electric brakes, pull out axle from under unit and remove the tires. Hang the new axle and reconnect all wires for the electric brakes and reinstall tires.

Model#	ST70B-C	Dlr Sub Hrs	3.00	Sub Labor Amt	\$570.00
--------	---------	-------------	------	---------------	----------

Serial# D2570A049248 Appr Hrs 3.00 Appr Labor Amt \$570.00

Notes

Claim submitted for warranty consideration. Will update when they respond
Terran axle has denied any coverage due to hit object while transporting. It is not a defect.
Claim submitted to Lippert for Hanger concern. Will respond when they reply.
Authed for 1 hour to touch up dings and paint in axles. Transportation damaged.

Authed to replace both damaged axles damaged in transport , same incident that ripped off the entire underbelly.

VCB Transportation I'm concerned about this auth, since he approved both axles, and from the comments on the work order it only looks like one needs to be done.

Per RF

**Labor
Line# 6**

Operation Code

30-92-19-00-004336

Operational Description

Secondary Seal - Spot Seal Interior (Dealer) - Interior/Interior Miscellaneous/
Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:02:24 :: Complaint: Wall separation in master bedroom Cause: Interior wall separation from exterior wall. Recommend full inspection to ensure that there is no structural issues with wall separation. Will need to remove panel. This is at the entry door to the master bedroom on the passenger side, will require removal of all trim and door jamb for the barn door. The built in cabinet at that wall will need to have the top removed. The cabinet will need to be disconnected from the exterior wall in order to get the panel complete off. Light switch will also need to be removed for inspection of the joist between the exterior wall and the interior wall, possibly reattaching using screws. Reassembly of the built in cabinet after installing the panel back in, place the door jamb back in place, reinstall barn door, reinstall light switch and put back all trim and any adding filler to any staple holes.

Model#

Dlr Sub Hrs

6.00

Sub Labor Amt \$1,140.00

Serial#

Appr Hrs

0.40

Appr Labor Amt \$76.00

Notes

Wrong code used.

Excessive labor requested. Authed to scrape loose seal from where interior wall meets sidewall paneling. Reseal to fill gap

Transportation damages

**Labor
Line# 7**

Operation Code

30-92-19-00-004336

Operational Description

Secondary Seal - Spot Seal Interior (Dealer) - Interior/Interior Miscellaneous/
Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:07:25 :: Complaint: Wall separation on the other side of the bedroom. Cause: Wall separation, unknown structural damage Correction: This will require removal of all trim, electrical outlets, door, jamb, removal of the panel, full inspection of the wall for the cause of the separation. Repairing and replacing any broken studs, possibly screwing the studs back to the wall if there are no broken materials. Reinstall sheet of paneling, all trim, door, jamb, electrical outlets.

Model#

Dlr Sub Hrs

3.00

Sub Labor Amt \$570.00

Serial#

Appr Hrs

0.50

Appr Labor Amt \$95.00

Notes

Wrong code used

Excessive labor requested. Authed to scrape loose seal from gapped corners and edges. Reseal to fill gap

Transportation damages

**Labor
Line# 8**

Operation Code

30-101-01-00-001078

Operational Description

Sliding, Pocket Door - Interior/Interior Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:10:33 :: Complaint: Bedroom door is ripped off Cause: Roller on one side of the door ripped off completely, tore bottom door guide from the wall Correction: Recommend to fully replace the door, size is 24x74 barn door. Recommend to replace the paneling behind the door, bottom door guide damaged the paneling tearing large hole where it was attached. Will require removal of all trim, barn door top guide, remove panel. Install a new panel, reinstall all trim, door jamb, and barn door. Also require attaching all hardware to new door (travel latch, rollers). Reattached bottom door guide to wall. Putty all staple/nail holes. Additional Note : stephanie@dealer-advisors.com, 2026-07-21 14:05:30 :: Correction, this is the

bathroom door. There is a different job for the bedroom door.

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$570.00
--------	-------------	------	---------------	----------

Serial#	Appr Hrs	0.80	Appr Labor Amt	\$152.00
---------	----------	------	----------------	----------

Notes

Authed .80 for flat rate to replace barn door damages when roller brackets torn out of door. No wall panel damages shown. Low door guide not mentioned.

Transportation damages

I can only see the holes in the wall from where bottom guide was attached, fastener holes. If you have additional pics showing the damage to the panel, let me know. I don't see a "large" hole in the wall panel.

Labor

Line# 9

Operation Code

30-102-36-00-002279

Operational Description

Wall Panel - Interior/Panels, Ceilings, & Interior Moldings/Touch Up/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:14:38 :: Complaint: furniture is loose Cause: Loose furniture, rubbing against the wall on the rear due to not having straps Correction: Recommend completely replacing both panels on the end and long ways exterior wall. Requires removal of two windows, blinds, trim, bat strips, any and all trim. Also need to remove any silicone that seals edges against the ceiling, cleaning and removing all excessive silicone. Cut new paneling to fit, disconnect and remove all electrical components from the walls, light switches, and 120 outlet. Install new paneling, reseal edges with white silicone, cut and cover all new staple holes/nail holes on any trim and panels, reinstall windows, blinds and trim.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$95.00
--------	-------------	------	---------------	---------

Serial#	Appr Hrs	0.50	Appr Labor Amt	\$95.00
---------	----------	------	----------------	---------

Notes

Are these holes in the panels or just deep scrapes from the furniture moving while under transport? Please separate this into 2 lines. 1 for slide out wall and 1 for the panel by the door opening

Chris, we are going to just do a wall panel touch up. We scrubbed marks on the wall with cleaning solution and used putty to cover. Requesting 30 minnutes.

Authed as requested

Labor

Line# 10

Operation Code

30-474-12-00-003344

Operational Description

Bracket - Interior/Appliance Securement/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:18:21 :: Complaint: Refrigerator is not installed properly Cause: Refrigerator is misaligned with the cabinet, sticking out on the right side Correction" Recommend removing all bracket screws, holding the refer in place, realigning the refer to match the cabinet and verifying that the doors operate correctly. Resecure the refer with secure brackets.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$190.00
--------	-------------	------	---------------	----------

Serial#	Appr Hrs	0.50	Appr Labor Amt	\$95.00
---------	----------	------	----------------	---------

Notes

Excessive labor requested to loosen, reposition and resecure refrigerator so it is even in the cabinet opening. Reduced to a reasonable amount

Labor

Line# 11

Operation Code

30-100-01-00-001035

Operational Description

Cabinet Door - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:21:28 :: Complaint: Cabinet door is damaged Cause: Gouge in the middle of the door, unknown object struck door Correction: Recommend replacement of the door. Cabinet size 17x26, handle on the right, hinges on the left. Remove screws from the hinges taking the door off, attaching all the hardware to the new door and reinstall and properly align

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$95.00
--------	-------------	------	---------------	---------

Serial#	Appr Hrs	0.40	Appr Labor Amt	\$76.00
---------	----------	------	----------------	---------

Notes

What kind of damage is this? Looks like a black smudge on the door. Will this clean off? Additional picture added. It is not a smudge. In the close up you can see it better.

Authed for flat rate to replace damaged cabinet door. NVCB

Labor

Line# 12

Operation Code

30-91-01-00-000897

Operational Description

Bar Stool - Interior/Living Quarters, Sofa, Chair/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:22:50 :: Complaint: Chair has a whole in the back
Cause: Chair was wrapped against another chair during delivery and it rubbed a hole all the way through the back material
Correction: Replace chair

Model#	Dlr Sub Hrs	0.25	Sub Labor Amt	\$47.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$19.00

Notes

Need pictures of the complete chair. Need pictures of all tags and law tags located on the underside of this chair. Per repair code notes

Additional pictures added

Reduced to a reasonable amount to replace damaged chair.

NVCB

Labor

Line# 13

Operation Code	Operational Description
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:25:03 :: Complaint: Couch is not properly secured

Cause: The piece that is not properly secure is rotating on the linoleum. It has left a large mark in the linoleum

Correction: Replace damaged linoleum. This will require removing all couch components and base trim. Cutting the linoleum away from the wall edges. Cut new linoleum to fit and install, it will need to be glued down. Install bat strip along the entire perimeter at the floor to ensure no seams can be visibly seen.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$142.50
Serial#	Appr Hrs	0.75	Appr Labor Amt	\$142.50

Notes

Need better pictures of this concern. NOT just 1 picture where the furniture moved and pushed the linoleum and bunched it up. Please obtain estimate from CCI, Nufiber, DrVinyl etc.

Chris, we are going to try and repair this ourselves. The new recommended repair is to remove the couches out of the slide room. Heat the linoleum and to pull it flat. Then to put the couches back. We'd request 45 minutes for this repair.

Authed as requested

Labor

Line# 14

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, 2026-06-15 14:27:23 :: Complaint: Cabinet corner is damaged

Cause: Unsecured furniture struck the corner of the cabinet
Correction: Recommend replacing entire cabinet face. Cabinet face found to have been assembled with wavy nails, preventing it from being taken apart and replacing just the single piece of fascia. The entire cabinet face will need to be removed and replaced. Requires removing both cabinet door and unscrewing the cabinet face from the cabinet. Assemble new cabinet face and screw it back into place.

Model#	Dlr Sub Hrs	6.00	Sub Labor Amt	\$1,140.00
Serial#	Appr Hrs	2.50	Appr Labor Amt	\$475.00

Notes

Need pictures of this complete cabinet showing the cabinet doors open and closed.

Additional pictures added.

Excessive labor requested. Reduced to a reasonable amount to replace this face front, right of the refer. Remove refer from opening, remove door hinges, detach shelves and attach new front and reassemble. Reduced to a reasonable amount .

Labor

Line# 15

Operation Code	Operational Description
30-102-01-00-001101	Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:29:47 :: Complaint: Damage to slide fascia

Cause: Unknown object struck passenger side kitchen dinetter fascia, closest to the front door and the corner is chipped
Correction: Removal and replacement of the slide fascia, 5 1/2 x 79 1/2.

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

Notes

Labor

Line# 16	Operation Code 30-92-19-00-004336	Operational Description Secondary Seal - Spot Seal Interior (Dealer) - Interior/Interior Miscellaneous/ Reseal/No Tread Code		
Complaint, Cause, Correction Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:32:35 :: Complaint: Washer and dryer closet wall is separating. Cause: Unknown. Wall is separating on both sides of the closet for the washer and dryer. Correction: Recommend removal of the paneling on both sides inside the closet. Remove two electrical outlets, plumbing compartment for the washer, hook ups, cut away silicone. Remove the paneling and conduct a full inspection to ensure nothing is broken inside. POtentially replacing studs inside the wall, or screw the studs back to the exterior wall. Reinstall paneling, replace all bat strips, reseal joints with white silicone, putty nail/staple holes, reinstall electrical and plubming.				
Model#	Dlr Sub Hrs	6.00	Sub Labor Amt	\$1,140.00
Serial#	Appr Hrs	0.60	Appr Labor Amt	\$114.00
Notes Wrong code used Excessive labor requested. Reduced to a reasonable amount to scrape old gapped seal from corners and reseal corners to conceal gaps.				

Labor

Line# 17

Operation Code	Operational Description		
70-164-19-00-001970	Exterior Exhaust Vent - Appliances/Range Hood/Reseal/No Tread Code		
Complaint, Cause, Correction			
Original Note : stephanie@dealer-advisors.com, 2026-06-15 14:34:40 :: Complaint: Vent lid in the bathroom is broken Cause: Air vent in the master bathroom will not open, cause unknown Correction: Inspect power vent, including rood inspection to see if there is an obstruction. Take ladder inside and do full inspection, remove the screen to verify attachment points. Additional Note : stephanie@dealer-advisors.com, 2026-07-21 13:48:30 :: Found that there is power to the motor into the fan. However, when you press the button, you can hear the motor running with no movement of the lid. No obstructions on roof. Remove the screen on the inside, began observing the movements while another person pressed the button for the vent lid to open, I could see the mounting bracket for the motor in the gear to move. The lid up is bent outward, not allowing the two gears to make contact. This will require some disassembly, taking the gears off by taking the two set screws out, removing the motor, straightening out the metal and reinstalling the motor and gears and retesting. The separation between the gears is the dept of the teeth on the gears.			
Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$95.00
Serial#	Appr Hrs	0.50	Appr Labor Amt \$95.00
Notes			
Need additional pictures of tags, labels etc for identification of Vent fan manufacturer.			
Photos added			
Claim submitted for warranty consideration. Will update when they respond			
Ok thanks. I emailed over a picture with the areas circled showing the bent bracket and the gears not touching.			
Waiting for a response from Vendor			
Hello, is this auto approved? It's been over 24 hours. Thanks!			
I have sent an request for a response. If the vendor does not respond, we will move forward with a VCB. Thank you Dp.			
Ok, thank you.			
Vendor requests: Can you please send me a photo of the gear motor and the screen off? Thank you Dp.			
We are going to attempt the repair they sent over to gently bend them back in place. I don't think those pictures will be needed for that. I'll send you a copy of the email where they suggested it.			
I sent an email to the vendor asking for an authorization email. Thank you Dp.			
Ok, thanks. We do believe this will correct the issue, the repair they suggested.			
How much time did it take to repair? If the vendor does not respond I will be movbing forward wirth a VCB. Thank you Dp.			
.5 hours to disassemble, repair and then reassemble			
Due to the lack of response and the lack of support from the vendor we are moving forward with a VCB. VCB .50 to make the repairs to the vent fan. Per dealers description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp.			

Labor		
Line# 18	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 : stephanie@dealer-advisors.com, 2026-07-21 13:52:11 :: Complaint: Compartment door will not latch Cause: Compartment door on the driver side for the basement and water utility hookup will not properly latch due to being out of adjustment Correction: Will require adjustment of the latch on the right side so the door will latch and lock

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$38.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$38.00

Notes

Need pictures of the concern per repair code notes. Please submit
Photos added

Labor

Line# 19

Operation Code

30-91-24-00-000922

Operational Description

Furniture Tie Down - Interior/Living Quarters, Sofa, Chair/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-07-21 13:53:34 :: Complaint: Safety straps to hold the furniture are missing Cause: Factory did not install straps Correction: Order straps to properly secure dinette table and chairs, couch pieces in the dinette area and the couch in the living room. Requesting time for install.

Model# Dlr Sub Hrs 0.30 Sub Labor Amt \$57.00

Serial# Appr Hrs 0.30 Appr Labor Amt \$57.00

Notes**Labor**

Line# 20

Operation Code

30-101-01-00-001078

Operational Description

Sliding, Pocket Door - Interior/Interior Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-07-21 14:03:29 :: Complaint: Door is damaged Cause: Large gouge on the inside of the bedroom door and chipped door jamb. Correction: Recommend replacement of the door completely. Door size 24x74 barn door style. Will require removal of the damaged door, all hardware removed from the door, hardware reinstalled on the new door and new door rehung and adjusted. While the door is off removal and replacement of the door jamb, wrap around style. 2x 3/8 x 79. Will require removal of the door jamb, cleaning up nails or staples at pull through. Cutt new door jamb to fit with 45 degree angle to the top and reattaching.

Model# Dlr Sub Hrs 0.80 Sub Labor Amt \$152.00

Serial# Appr Hrs 0.80 Appr Labor Amt \$152.00

Notes

Authed for flat rate to replace sliding door.

Submitted	Labor Amt	\$9,490.50
	Parts & Freight	\$0.00
	Total	\$9,490.50

Approved	Labor Amt	\$3,695.50
	Parts & Freight	\$0.00
	Total	\$3,695.50

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.