

FOREST RIVER WARRANTY CLAIM FORM

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

CLAIM STATUS

CLAIM
 CLAIM ORIGIN
 ORIGINAL CLAIM ID

Authorized
 1133005
 WEB

VIN 5ZT2FEJB1NW025268

CHASSIS VIN

MILEAGE

0

SITE/WAREHOUSE

320 / 320

ITEM #

FET20SE-320

DEALER RO #

67914

CLAIM START DATE

07/09/2022

CLAIM END DATE

01/01/1900

Labor rate: \$150.00

OWNER INFORMATION

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 20-60-01-00-000622 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-07-09 12:30:53 :: SUPPORT UNDER DINETTE SEAT BROKEN SUPPORT UNDER DINETTE BROKEN. Removed broken cross support. Cut off old staples holding cross support. Cut new support to fit. Secured in place with angle brackets.	Operational Description Bed Support Pole - Exterior/Slide-Out Bunk Bases/Replace/No Tread Code <table border="0"> <tr> <td>Model #</td> <td>Dlr Sub Hrs</td> <td>0.40</td> <td>Sub Labor Amt</td> <td>\$60.00</td> </tr> <tr> <td>Serial #</td> <td>Appr Hrs</td> <td>0.40</td> <td>Appr Labor Amt</td> <td>\$60.00</td> </tr> </table>	Model #	Dlr Sub Hrs	0.40	Sub Labor Amt	\$60.00	Serial #	Appr Hrs	0.40	Appr Labor Amt	\$60.00
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Serial #	Appr Hrs	0.40	Appr Labor Amt	\$60.00								

Notes

Labor

Line# 2	Operation Code 30-99-01-00-001016 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-07-09 12:32:19 :: REAR WINDOW BLIND WON'T STAY UP REAR WINDOW BLIND WON'T STAY UP String needs tightened. Bottom anchor screw hole stripped. Shortened blind string and installed with a larger screw. Blind now stays up.	Operational Description Mini-Blind Hold Down Bracket - Interior/Soft Goods/Replace/No Tread Code <table border="0"> <tr> <td>Model #</td> <td>Dlr Sub Hrs</td> <td>0.15</td> <td>Sub Labor Amt</td> <td>\$22.50</td> </tr> <tr> <td>Serial #</td> <td>Appr Hrs</td> <td>0.15</td> <td>Appr Labor Amt</td> <td>\$22.50</td> </tr> </table>	Model #	Dlr Sub Hrs	0.15	Sub Labor Amt	\$22.50	Serial #	Appr Hrs	0.15	Appr Labor Amt	\$22.50
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Notes

Labor

Line# 3	Operation Code 20-69-01-00-000703 Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-07-09 12:33:20 :: PANTRY DOOR WON'T LATCH CLOSED Latch plate is not aligned with door knob plunger. Removed latch plate and remounted to align with door plunger. Door now latches closed.	Operational Description Hold Back Latch, Catch, or Magnet - Exterior/Compartment Doors/Replace/No Tread Code <table border="0"> <tr> <td>Model #</td> <td>Dlr Sub Hrs</td> <td>0.15</td> <td>Sub Labor Amt</td> <td>\$22.50</td> </tr> <tr> <td>Serial #</td> <td>Appr Hrs</td> <td>0.10</td> <td>Appr Labor Amt</td> <td>\$15.00</td> </tr> </table>	Model #	Dlr Sub Hrs	0.15	Sub Labor Amt	\$22.50	Serial #	Appr Hrs	0.10	Appr Labor Amt	\$15.00
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Serial #	Appr Hrs	0.10	Appr Labor Amt	\$15.00								

Notes

Dealer has requested over the flat rate time for this repair, and the information and pictures provided do not explain why additional time is needed. We have reduced the time to the flat rate time. In the future, your complaint, cause & correction needs to explain or show why additional time is being requested for a flat rate

repair.

Labor
Line# 4

Operation Code
60-136-01-00-001503

Operational Description
Gravity Water Fill - Plumbing/Fresh Water Supply/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-07-09 12:34:57 :: GRAVITY FILL HOSE PINCHED FLAT BELOW FLOOR GRAVITY FILL HOSE PINCHED FLAT BELOW FLOOR. Fill hose is between top of tank and floor. Removed clamps holding LP line. Removed tank supports to take pressure off of tank and it to drop a little. Disconnected fill hose at both ends. Pulled fill hose up thru hole in floor and removed. Inserted new fill hose down thru floor and connected to tank. Vent hose also pulled off at outside fill fitting. Hose too short. Removed outside fill and reconnected vent hose. Added a 3 inch section to vent hose to reach outside fill flange. Connected new fill hose to outside fill fitting. Line from water tank to water pump too short and is pinched flat where it connects to winterizing hose. Cut hose and added a 90 deg. fitting to eliminat pinch. Checked fill hose for leaks. Fill hose leaks at tank fitting. Resealed hose fitting and retightened. No leak. Repaired cut in underbelly made for acess to tanf fitting. Remounted tank supports and secured LP line .

Model #	Dir Sub Hrs	4.00	Sub Labor Amt	\$600.00
Serial #	Appr Hrs	3.00	Appr Labor Amt	\$450.00

Notes

Dealer has requested more time than what is normally approved for this repair. Forest River will allow 3.0 hr for this repair. If you have questions about the approved time, please contact me directly to discuss.

Submitted	Labor Amt		\$705.00	Approved	Labor Amt		\$547.50
	Parts & Freight		\$0.00		Parts & Freight		\$0.00
	Total		\$705.00		Total		\$547.50

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.