

# FOREST RIVER WARRANTY CLAIM FORM

|                        |         |                   |                   |
|------------------------|---------|-------------------|-------------------|
| DEALER ACCOUNT #       | 0005106 | CLAIM STATUS      | Authorized        |
| BASDEN RV CENTER INC   |         | CLAIM             | 1181053           |
| DBA AMERICAN RV CENTER |         | CLAIM ORIGIN      | WEB               |
| 600 E BASELINE ROAD    |         | ORIGINAL CLAIM ID |                   |
| EVANSVILLE, IN 47725   |         | VIN               | 5ZT3SR3B0N6108551 |
| USA                    |         | CHASSIS VIN       |                   |

|                          |          |                  |            |
|--------------------------|----------|------------------|------------|
| Labor rate:              | \$150.00 | MILEAGE          | 0          |
| OWNER INFORMATION        |          | SITE/WAREHOUSE   | 062 / 062C |
| PAUL A SHIVLEY           |          | ITEM #           | SRF38DBQ-C |
| 105 MEADOW HILL RD       |          | DEALER RO #      | 68215      |
| Campbellsville, KY 42718 |          | CLAIM START DATE | 08/10/2022 |
| USA                      |          | CLAIM END DATE   | 01/01/1900 |

|                         |            |                          |            |
|-------------------------|------------|--------------------------|------------|
| Retail Date of Purchase | 08/21/2021 | WARRANTY EXPIRATION DATE | 08/21/2022 |
|-------------------------|------------|--------------------------|------------|

## Claim Line Details

### Labor

|         |                                                                                                                                                                                          |                                                                                                                                                      |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Line# 1 | Operation Code<br>RC-026-01-00-004186                                                                                                                                                    | Operational Description<br>22V243, 2022-181 - FLEXTECH QUICK DISCONNECTS - REMEDY (INCLUDES INSPECTION) - Recall/LP Gas System/Replace/No Tread Code |
|         | Complaint, Cause, Correction                                                                                                                                                             |                                                                                                                                                      |
|         | Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:20:00 :: RECALL 22V243 LP QUICK CONNECT removed recall lp quick connect, then installed new quick connect that was provided |                                                                                                                                                      |
|         | Model #                                                                                                                                                                                  | Dlr Sub Hrs      0.30      Sub Labor Amt    \$45.00                                                                                                  |
|         | Serial #                                                                                                                                                                                 | Appr Hrs          0.30      Appr Labor Amt    \$45.00                                                                                                |

### Notes

### Labor

|         |                                                                                                                                                                                                                                                                                            |                                                                                                                     |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Line# 2 | Operation Code<br>10-11-01-00-000208                                                                                                                                                                                                                                                       | Operational Description<br>Slide Out Slip On D-Seal - Frame & Chassis/Slide Out System-Seals/ Replace/No Tread Code |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                               |                                                                                                                     |
|         | Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:22:31 :: THE KITCHEN SLIDE REAR RUBBER SEAL HAS BEEN FOLDED OVER AND SEALED. IT NEEDS TO BE SLIDE UPWARDS AND SECURED. REMOVED SCREW AND MOVED SEAL UP , THEN PUT A SCREW AT TOP ALONG WITH BOTTOM SILICONED TO TRIM OUT SEAL |                                                                                                                     |
|         | Model #                                                                                                                                                                                                                                                                                    | Dlr Sub Hrs      0.80      Sub Labor Amt    \$120.00                                                                |
|         | Serial #                                                                                                                                                                                                                                                                                   | Appr Hrs          0.30      Appr Labor Amt    \$45.00                                                               |

### Notes

.Time allowed. thanks

### Labor

|         |                                                                                                                                                                                                                                                        |                                                                                                                 |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Line# 3 | Operation Code<br>10-12-02-00-000217                                                                                                                                                                                                                   | Operational Description<br>Slide Out Rollers - Frame & Chassis/Slide Out System - Lippert/Adjust/ No Tread Code |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                           |                                                                                                                 |
|         | Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:24:43 :: THE BAR THAT ROLLS WHEN THE KITCHEN SLIDE GOES IN IS SECURED WITH WIRE INSTEAD OF A BOLT. THIS IS LOCATED IN THE SAME AREA AS LINE 1. REMOVED THE WIRE IT WAS THERE FROM FACTORY |                                                                                                                 |
|         | Model #                                                                                                                                                                                                                                                | Dlr Sub Hrs      0.20      Sub Labor Amt    \$30.00                                                             |
|         | Serial #                                                                                                                                                                                                                                               | Appr Hrs          0.20      Appr Labor Amt    \$30.00                                                           |

### Notes

**Labor  
Line# 4**

**Operation Code**  
70-306-01-11-002742

**Operational Description**  
EverChill, Cannon Refrigerator -12 Volt - complete - Appliances/  
Refrigerator (Everchill, Cannon)/Replace/Electrical

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:26:03 :: THE REFRIGERATOR HAS A PIECE THAT IS BROKE IN THE BOTTOM DRAWER OF THE FREEZER. IF YOU'RE NOT CAREFUL, THE PAN WILL FALL OUT. FREEZER RAIL BROKEN NEED TO REPLACE THE FRIDGE

|                 |                  |                    |      |                       |          |
|-----------------|------------------|--------------------|------|-----------------------|----------|
| <b>Model #</b>  | BCD-455WTE-B-04H | <b>Dlr Sub Hrs</b> | 1.25 | <b>Sub Labor Amt</b>  | \$187.50 |
| <b>Serial #</b> | EC2012060172     | <b>Appr Hrs</b>    | 0.00 | <b>Appr Labor Amt</b> | \$0.00   |

**Notes**  
pics show damage not noted on DAF. denied

**Labor  
Line# 5**

**Operation Code**  
20-66-24-00-000658

**Operational Description**  
Entry Door - Exterior/Entry Doors/Repair/No Tread Code

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:29:01 :: THE DRIP GUARD OVER THE MAIN DOOR WAS SET TOO LOW. IT IS DAMAGING THE DRIP GAURD NEED TO INSTALL NEW

|                 |  |                    |      |                       |         |
|-----------------|--|--------------------|------|-----------------------|---------|
| <b>Model #</b>  |  | <b>Dlr Sub Hrs</b> | 0.20 | <b>Sub Labor Amt</b>  | \$30.00 |
| <b>Serial #</b> |  | <b>Appr Hrs</b>    | 0.20 | <b>Appr Labor Amt</b> | \$30.00 |

**Notes**

**Labor  
Line# 6**

**Operation Code**  
30-102-01-00-001096

**Operational Description**  
Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior  
Moldings/Replace/No Tread Code

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:29:47 :: THERE IS A SCREW ON THE UPPER BUNK HAS BACKED OUT AND IT IS RUBBING ON THE DOOR WHEN IT OPENS AND CLOSES. TOOK PICTURE OF THIS PROBLEM PUT IN PO FOR NEW LEATHER FABRIC OR WHOLE NEW PIECE. ASK FOREST RIVER HOW TO FIX THIS ISSUE SO IT DOESNT HAPPEN AGAIN

|                 |  |                    |      |                       |         |
|-----------------|--|--------------------|------|-----------------------|---------|
| <b>Model #</b>  |  | <b>Dlr Sub Hrs</b> | 0.60 | <b>Sub Labor Amt</b>  | \$90.00 |
| <b>Serial #</b> |  | <b>Appr Hrs</b>    | 0.00 | <b>Appr Labor Amt</b> | \$0.00  |

**Notes**  
pics show damage to padding. Pics show aftermarket hooks were installed on the sliding door. Hanging items on this door would put more weight on the door and cause issues. denied due to hooks being added contributing to damage to pad. denied

**Labor  
Line# 7**

**Operation Code**  
20-54-19-00-000598

**Operational Description**  
Rear Moldings, each - Exterior/Rear, Fiberglass Cap/Reseal/No Tread  
Code

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:31:25 :: THERE IS A GAP WHERE THE BACK WALL MEETS THE OFF DOOR SIDE. FOUND NO DAMAGE TO THE WALL COMING APART. READJUSTED THE J WRAP AT THE CORNER AS IF IT WAS NOT SET BEHIND CORNER TRIM. REMOVED THE SCREWS AND RAN LONGER SCREWS IN TO PULL CORNER TOGETHER. RETRIMED WITH SILICONE.

|                 |  |                    |      |                       |         |
|-----------------|--|--------------------|------|-----------------------|---------|
| <b>Model #</b>  |  | <b>Dlr Sub Hrs</b> | 0.50 | <b>Sub Labor Amt</b>  | \$75.00 |
| <b>Serial #</b> |  | <b>Appr Hrs</b>    | 0.50 | <b>Appr Labor Amt</b> | \$75.00 |

**Notes**

**Labor  
Line# 8**

**Operation Code**  
60-136-01-11-001490

**Operational Description**  
ShurFlo Water Pump - Plumbing/Fresh Water Supply/Replace/Electrical

**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:32:39 :: WHEN CUSTOMER IS ON CITY

WATER, THE FRESH TANK FILLS WITH WATER. HAD TO GO INSIDE OF THE BASEMENT AND REMOVE THE ACCESS PANEL TO REMOVE THE WATER PUMP. BENCH TEST THE FLOW BACKWARDS. THE CHECK VALVE LEAKS. HAVE PICTURES OF WATER PUMP SITTING IN WATER FROM LEAK. GOT NEW WATER THEN INSTALLED IN SAME LOCATION AS BAD PUMP. CHECKED FOR LEAKS.

|          |   |             |      |                |          |
|----------|---|-------------|------|----------------|----------|
| Model #  | x | Dlr Sub Hrs | 1.01 | Sub Labor Amt  | \$151.50 |
| Serial # | x | Appr Hrs    | 0.50 | Appr Labor Amt | \$75.00  |

**Notes**

.Time allowed. thanks

**Labor**  
**Line# 9**

**Operation Code**  
20-78-02-00-000797

**Operational Description**  
Lippert Awning - complete - Exterior/Awnings (Lippert)/Adjust/No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2022-08-10 13:33:19 :: WHEN THE AWNING IS COMING IN, THE ARMS DO NOT FOLD ALL THE WAY UP. CUSTOMER HAS TO MANUALLY PUSH THEM IN. ADJUSTED AWNING AS NEEDED ASKED DAVE FOR ADVISE ON ALIGNMENT

|          |    |             |      |                |         |
|----------|----|-------------|------|----------------|---------|
| Model #  | NA | Dlr Sub Hrs | 0.20 | Sub Labor Amt  | \$30.00 |
| Serial # | NA | Appr Hrs    | 0.00 | Appr Labor Amt | \$0.00  |

**Notes**

adjustments are maintenance after 90days. denied

**Submitted**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$759.00 |
| Parts & Freight | \$0.00   |
| Total           | \$759.00 |

**Approved**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$300.00 |
| Parts & Freight | \$0.00   |
| Total           | \$300.00 |

**DEALER**  
**SIGNATURE**

**DATE**

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

**CUSTOMER**  
**SIGNATURE**

**DATE**

All repairs described have been inspected and are satisfactory.