

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 Authorized CLAIM 1233086 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2FESB9NW025663 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 320 / 320 ITEM # FET274RKS-320 DEALER RO # 68421 CLAIM START DATE 09/13/2022 CLAIM END DATE 01/01/1900	Labor rate: \$150.00 OWNER INFORMATION MARK K SERGESKETTER 5544 ANDERSON RD Newburgh, IN 47630 USA Retail Date of Purchase 08/30/2022 WARRANTY EXPIRATION DATE 08/30/2023
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Claim Line Details

Labor

Line# 1

Operation Code	Operational Description	
30-101-02-00-001076	Hinged Passage Door - Interior/Interior Doors/Adjust/No Tread Code	
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2022-09-13 12:20:05 :: ADJUST BATHROOM DOOR VERY LOOSE MOVED CATCH TO MAKE DOOR TIGHT		
Model #	Dlr Sub Hrs	Sub Labor Amt
Serial #	Appr Hrs	Appr Labor Amt
	0.30	\$45.00
	0.20	\$30.00

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# 2

Operation Code	Operational Description	
60-141-24-00-001593	Tub Pan - Plumbing/Shower, Tub Surround/Repair/No Tread Code	
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2022-09-13 12:21:06 :: FIX THE SHOWER PAN FLOOR IT IS SUPER SOFT TOOK OUT SHOWER DOORS AND TRACK,AND FAUCET AND SPRAY HOSE,TOOK OUT SHOWER SURROUND AND SHOWER BASE,TOOK OUT WOODEN SHOWER FLOOR,MADE NEW WOODEN SHOWER PAN THAT IS BIGGER WITH MORE SUPPORTS.INSTALLED SHOWER PAN AND HOOKED UP DRAIN,INSTALLED SHOWER SURROUND AND FAUCET,INSTALLED DOORS AND TRIM AND SILICONED ALL AROUND OUTSIDE.TESTED FOR LEAKS AND ALL IS GOOD,		
Model #	Dlr Sub Hrs	Sub Labor Amt
Serial #	Appr Hrs	Appr Labor Amt
	3.00	\$450.00
	2.00	\$300.00

Notes

Dealer has requested more time than what is normally approved for this repair. Forest River will allow 2.0 hr for this repair. If you have questions about the approved time, please contact me directly to discuss.

Labor

Line# 3

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, 2022-09-13 12:23:07 :: THE OUTSIDE KITCHEN DOOR WILL NOT LATCH UP. TOOK OFF LATCH AND MOVED IT SO DOOR WOULD OPEN AND LATCH.		

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$30.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$15.00

Notes

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Submitted	Labor Amt	\$525.00
	Parts & Freight	\$0.00
	Total	\$525.00

Approved	Labor Amt	\$345.00
	Parts & Freight	\$0.00
	Total	\$345.00

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.