

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1272342
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2SBPB8NS043677
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$150.00	SITE/WAREHOUSE	220 / 220
OWNER INFORMATION		ITEM #	SBT2549BHX
BRIAN MUNDY		DEALER RO #	68738
1022 CRESTWOOD DR		CLAIM START DATE	10/11/2022
Jasper, IN 47546		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/28/2022	WARRANTY EXPIRATION DATE	04/28/2023

Claim Line Details

Labor

Line# 1	Operation Code 30-102-24-00-001101	Operational Description Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:37:35 :: THE LEFT SIDE OF THE SLIDE ROOM DRAGS ON THE FLOOR WHEN IT IS COMING IN. CUSTOMER NOTICES THAT IT DOES NOT DRAG AS BAD WHEN THE TEMPERATURES ARE COOLER. FACIA BOARD IS SLIGHTLY TOUCHING THE FLOOR. REMOVED SCREWS FROM FACIA BOARD. PUSHED UP FACIA AND SECURED WITH SCREWS TO CLEAR FLOOR.		
	Model #	Dlr Sub Hrs	0.40
	Serial #	Appr Hrs	0.30
		Sub Labor Amt	\$60.00
		Appr Labor Amt	\$45.00
	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 60-143-01-00-001627	Operational Description Spray Port with Quick Connect - Plumbing/Exterior Shower/Replace/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:38:11 :: THE OUTDOOR SHOWER COVER SNAPPED OFF. SPRAY PORT COVER IS MISSING. SPRAY PORT NEED REPLACED.		
	Model #	Dlr Sub Hrs	0.30
	Serial #	Appr Hrs	0.30
		Sub Labor Amt	\$45.00
		Appr Labor Amt	\$45.00
	Notes		

Labor

Line# 3	Operation Code 70-164-19-00-001970	Operational Description Exterior Exhaust Vent - Appliances/Range Hood/Reseal/No Tread Code	
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:39:01 :: THE EXHAUST FLAP ON THE STOVE WILL NOT SNAP DOWN TRIED MULTIPLE TIMES TO GET FLAP TO LOCK IN PLACE. FLAP WILL NOT STAY LOCKED AND IS VERY HARD TO GET EITHER SIDE TO COME CLOSE TO LATCHING. NEED TO REPLACE		
	Model #	Dlr Sub Hrs	0.20
		Sub Labor Amt	\$30.00

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 30-100-01-00-001050	Operational Description Cabinet Stiles - Interior/Cabinetry/Replace/No Tread Code			
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:43:43 :: THE TRIM ON THE RIGHTSIDE (FRONT) OF THE DINING BENCH IS COMING LOOSE. FOUND THE TRIM TO BE COMING APART NEED TO REPLACE				
Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes

Labor
Line# 5

Operation Code 30-102-12-00-002691	Operational Description Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code			
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:46:01 :: THE TOILET LEAKED AND WARPED THE WALL PANEL BEHIND THE TOILET. NO SIGNS OF WATER DAMAGE OR A LEAK. WALL PANEL LOOKS LIKE ITS TOO LONG AND IS PUSHING UP AGAINST FLOOR. BEN TO SEE WHAT WARRANTY WANTS TO DO FOR REPAIR. PLEASE ADVISE WHAT YOU WANT TO DO AT THIS				
Model #	Dlr Sub Hrs	4.00	Sub Labor Amt	\$600.00
Serial #	Appr Hrs	3.50	Appr Labor Amt	\$525.00

Notes

could I get a better picture of what panel is needing to be cut down or replaced due to this.
PIC IS UPDATED
Need a picture taken further back please
PICS ARE UPDATED
R&R wall panel

Labor
Line# 7

Operation Code 20-69-01-00-000838	Operational Description Exterior Kitchen Compartment Door - Exterior/Compartment Doors/ Replace/No Tread Code			
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:54:29 :: THE OUTDOOR KITCHEN DOOR DRAGS WHEN OPENING AND CLOSEING door is hitting the bottom of the door frame and is very hard to open and shut. paint and metal have started to come off. door is also really far towards the rear of the camper. need to replace door and decals.				
Model #	Dlr Sub Hrs	1.00	Sub Labor Amt	\$150.00
Serial #	Appr Hrs	1.00	Appr Labor Amt	\$150.00

Notes

Any adjustment to the door is only for the first 90 days. That is why the door is now chipped
FIRST TIME THE CUSTOMER HAS BROUGHT CAMPER TOO US AND WE NEED TO REPLACE THE DOOR NO ADJ NEEDED INSTALLED FROM FACTORY WRONG
PLEASE NOTIFY VIA EMAIL OR PHONE OF ISSUES LIKE THIS

Labor
Line# 8

Operation Code 20-69-01-00-000703	Operational Description Hold Back Latch, Catch, or Magnet - Exterior/Compartment Doors/ Replace/No Tread Code			
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2022-10-11 10:58:19 :: ONE OF THE MAGNETS ON THE OUTDOOR KITCHEN DOOR IS LOOSE different hardware was installed and magnet is loose. installed larger screws and secured to wall.				

Model #
Serial #

Dir Sub Hrs
Appr Hrs

0.10
0.10

Sub Labor Amt \$15.00
Appr Labor Amt \$15.00

Notes

Submitted

Labor Amt	\$945.00
Parts & Freight	\$0.00
Total	\$945.00

Approved

Labor Amt	\$840.00
Parts & Freight	\$0.00
Total	\$840.00

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.