

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1449840
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT3SR2B3N6110862
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	062 / 062C
		ITEM #	SRF37FLL-C
		DEALER RO #	69950
		CLAIM START DATE	03/07/2023
		CLAIM END DATE	01/01/1900
Labor rate: \$160.00			
OWNER INFORMATION			
BARRY L EBLEN			
7208 HWY 60 E			
Henderson, KY 42420			
USA			
Retail Date of Purchase 03/04/2023		WARRANTY EXPIRATION DATE 03/04/2024	

Claim Line Details

Labor	Operation Code	Operational Description	
Line# 1	30-102-12-00-004033	Snap-In Trim, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code	
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-03-07 15:30:40 :: CIELING PANEL SAGGING IN REAR TOP BUNK AREA ceiling panel and trim is hanging down. removed plastic trim and pulled down ceiling panel. moved track that holds trim over so it is centered. secured ceiling panels with staples. trim plastic trim so it wouldnt push downward. ceiling panel cracked when i was removing it. added 2 pieces of trim to cover. cleaned up mess.			
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		1.50	\$240.00
		0.30	\$48.00
Notes			
pic just shows snap trim needs pushed back into place. Please provide better pic showing the issue with the ceiling panel itself. thanks			
true when you push the trim up it falls back down			
Time allowed to pull down snap trim to apply adhesive and then reinstall. thanks			
Labor	Operation Code	Operational Description	
Line# 2	20-58-24-00-000813	Lower Radius Metal - Exterior/Metal, Aluminum Siding/Repair/No Tread Code	
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-03-07 15:31:29 :: LOWER BODY MODING ON LEFT REAR BOWING OUT secure trim that has come loose. secured with screws and sealed with silicone.			
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		0.20	\$32.00
		0.20	\$32.00
Notes			
Labor	Operation Code	Operational Description	
Line# 3	10-38-28-00-000497	Lippert Schwintek In-Wall Slide Out Column - complete, per side - Frame & Chassis/Slide Out System (Lippert Schwintek)/Align/No Tread Code	
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-03-07 15:32:39 :: BULB SEAL NEEDS REPLACED ON TWO SEPERATE SLIDE OUTS bul seal is damaged on front living room slkide out and rear wardrobe slide out. replaced 2 sections of bulb seal.			
	Model #	Dlr Sub Hrs	Sub Labor Amt
		0.70	\$112.00

Serial #

Appr Hrs

2.60

Appr Labor Amt \$416.00

Notes

Please perform allowance procedure. Worksheet can be found at <https://lci-support-doc.s3.amazonaws.com/quickreferences/ccd-0002661.pdf>. Please attach tolerance pictures to this claim as well as the worksheet. Also provide a pic of the data tag located on the H-column. I need to see the DOM on the data tag. Thanks

there is not a issue with the slide only the seal

Sometimes this is a symptom of columns not being within tolerance. I want to make sure we are addressing the issue instead of treating a symptom. Please provide requested pictures. thanks

Sometimes this is a symptom of columns not being within tolerance. I want to make sure we are addressing the issue instead of treating a symptom. Please provide requested pictures. thanks

pics have been added

Pictures show columns are NOT installed correctly within the 2.5" tolerance. Those measurements should be 2.5" give or take 1/8". This is the cause for why the d-seals are getting damaged. You can remove the fasteners in the columns and adjust to the tolerance allowed. How much time would you need to adjust the columns? can you add a line to this claim for the adjustment?

ok I can add a claim line for this

i would say 4.5 hrs to do it right

flat rate to change the entire mechanism is 4hrs. So i would say adjusting them would be significantly less.

All you have to do is remove the fasteners in the column and adjust then reinstall fasteners. In my opinion, 0.50hr would suffice. What do you think?

Yea sure 2 hrs will be fine

I WILL INCLUDE THE ADJUSTMETN TO COLUMNS AND R/R D-SEALS ON THIS LINE.

TIME ALLOWED TO ADJUST H-COLUMNS SO THEY ARE WITHIN TOLERANCE. ALSO TIME ALLOWED TO R/R BOTH D-SEALS. THANKS

Submitted

Labor Amt	\$384.00
Parts & Freight	\$0.00
Total	\$384.00

Approved

Labor Amt	\$496.00
Parts & Freight	\$0.00
Total	\$496.00

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.