

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1462425
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4CFSZ29PD189112
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	010 / 010E
OWNER INFORMATION		ITEM #	FS28TSCSE
BRANDON L CONNER		DEALER RO #	70044
1885 W County Road 50S		CLAIM START DATE	03/17/2023
Petersburg, IN 47567		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase 02/10/2023		WARRANTY EXPIRATION DATE	02/10/2024

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	20-57-24-00-000601	Sidewall - Exterior/Exterior Fiberglass Walls/Repair/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2023-03-17 14:03:32 :: CUSTOMER HEARD A POP IN THE OFF DOOR FRONT CORNER OF THE FRONT POP OUT. AFTER THE POP NOISE, CUSTOMER NOTICED THAT THE FRAME WORK FOR THE FRONT POP OUT IS DAMAGED AT THE FLOOR. CUSTOMER ADVISED THAT UNIT IS STILL UNDER WARRANTY WITH FOREST RIVER. SEE BJ FOR DETAILS PULLED UNIT INTO SHOP. RAISED THE TOP OF THE UNIT. PULLED SLIDE ROOM OUT. PULLED BED ON FRONT OF UNIT OUT. FRONT SECTION OF WALL HAS PULLED AWAY SIDEWALLS. TOOK PICS OF DAMAGE. REMOVE BOTH FRONT CORNERS. REMOVE UPPER TRIM ABOVE DIAMOND PLATE.REMOVE RUNNING LIGHTS AND OUTSIDE LIGHT. PULL BACK DIAMOND PLATE. STILL CAN'T SEE WHERE WALL IS FASTENED. REMOVE SHORE CORD PLUG IN. REMOVE CABLE PLUG IN. REMOVE LATCH FOR FASTENING TOP DOWN. REMOVE SIDE PANEL. FOUND TWO BROKEN SCREWS. TOOK PICS AS I WENT. SHOT SCREWS FROM THE BOTTOM OF THE FRAME TO THE LOOSE WALL. SPRAYED THEM BLACK. CUT STAPLES OFF PLATE. STAPLED DIAMOND PLATE BACK . WIRED UP RUNNING LIGHTS AND OUTSIDE LIGHT. PUT SIDE PANEL BACK. PUT TRIM BACK ON DIAMOND PLATE. AND PUT BOTH CORNERS BACK.. PUT EVRYTHING BACK ON SIDE PANEL. SILICONED WHERE NEEDED.	
	Model #	Dlr Sub Hrs 7.00
	Serial #	Appr Hrs 5.50
		Sub Labor Amt \$1,120.00
		Appr Labor Amt \$880.00

Notes

Hello, based on the information and pictures provided it appears that the roof was extended past the roof limit. Extending the roof too high will cause this sort of damage. Please advise, thank you
hello dont know how the roof can pull the sidewall off of the frame
?

Hello please have tech perform the following.

Remove the corner molding, top cap screws and the rubber flap first and also any items that are installed on the panel. After that is done I would have them install a 2x2 corner bracket on the bottom right of the wall secured by 2 screws into the wood upright next to the slideout and then 2 screws thru the bottom piece of wood and down thru the frame.
Kerb

Submitted	Labor Amt	\$1,120.00	Approved	Labor Amt	\$880.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,120.00		Total	\$880.00

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.