

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1518823
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKLB8NF002686
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	086 / 086A
OWNER INFORMATION		ITEM #	CKT22MKSE-86
BRENT LOCKWOOD		DEALER RO #	70553
577 E SLEIGH BELL DR		CLAIM START DATE	05/03/2023
Santa Claus, IN 47579		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	10/03/2022	WARRANTY EXPIRATION DATE	10/03/2023

Claim Line Details

Labor

Line# 1

Operation Code	Operational Description		
20-58-24-00-000608	Metal - Aluminum Siding, each - Exterior/Metal, Aluminum Siding/ Repair/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-05-03 16:11:44 :: THE TRIM THAT COVERS THE FRONT CORNER OF THE SIDING WHERE IT MEETS THE NOSE CAP IS NOT QUITE LONG ENOUGH TO COVER THE END OF THE SIDING PROPERLY. THE WAY IT IS ALLOWS WATER TO RUN IN. CUSTOMER HAS COVERED AREA WITH SILICONE, BUT THE SILICONE IS NOT HOLDING. CUT OFF DOOR SIDE TRIM TO LOOK RIGHT. SILICONED AREAS THAT WERE MISSING SILICONE. AND THE AREA HE WAS TALKING ABOUT IS FINE. THERE IS NO WAY WATER CAN GET IN UNIT.			
Model #	Dlr Sub Hrs	0.20	Sub Labor Amt \$32.00
Serial #	Appr Hrs	0.50	Appr Labor Amt \$80.00

Notes

Unfortunately, I'm not seeing the issue. If I'm missing something please let me know and point it out to me or attach additional photos.

Thank you!
sorry for got to add photos photos are added
Authorized for 0.50 hrs.

Per plant manager, too short of screws were used at the radius corner rail allowing the metal to come undone.

You'll need to properly refasten the metal to the radius corner rail.

Thank you!

Factory install issue.

Labor

Line# 2

Operation Code	Operational Description		
30-101-24-00-001074	Interior Door Jamb, U-Channel, Casing, Frame - Interior/Interior Doors/ Repair/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-05-03 16:16:14 :: THE BATHROOM DOOR DOES NOT CLOSE PROPERLY. THE GAP AT THE TOP OF THE DOOR IS QUITE A BIT DIFFERENT THAN THE GAP AT THE BOTTOM OF THE DOOR. REMOVED DOOR. REMOVED BOTH PLASTIC COVERS. REMOVE WALL PANELS. REMOVE STRIKE FRAME AND TRIED TO ADJUST IT ON THE BOTTOM. DIDNT WORK. REMOVED HINGE			

FRAME AND MOVED OVER THE TOP. STILL DIDNT WORK .REMOVE BOTH FRAMES AND STARTED OVER. SQUARED UP HINGE FRAME. RIP STRIKE FRAME TO MOVE OVER AND FIT. TESTED DOOR. PUT PANELS BACK. PUT PLASTIC COVERS BACK. HANG DOOR AND TEST. FILL HOLES WITH PUTTY

Model #	Dlr Sub Hrs	2.50	Sub Labor Amt	\$400.00
Serial #	Appr Hrs	1.50	Appr Labor Amt	\$240.00

Notes

Authorized for flatrate of 1.50 hrs.

Factory install issue.

Labor
Line# 3

Operation Code	Operational Description
30-102-01-00-001118	Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-05-03 16:20:41 :: LOOK AT AREA FROM UNDER KITCHEN DINING BENCH GOING INTO THE STORAGE AREA BELOW THE BUNK HOUSE. CUSTOMER NOTICES A 2' GAP AND POINTED OUT TO WRITER THAT IT WOULD BE AN IDEAL LOCATION FOR A SNAKE TO GET IN AND THEN COME INSIDE TO THE KITCHEN AREA. Stapled a black baton strip on the lower part of the bench seat.

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$32.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$16.00

Notes

Authorized as requested.

Labor
Line# 4

Operation Code	Operational Description
30-102-01-00-001118	Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-05-03 16:21:46 :: THE DOOR SIDE STORAGE COMPARTMENT HAS QUITE A GAP BETWEEN THE DOOR AREA AND THE BODY SEE WRITER FOR DETAILS. CUT PANEL AND SCREWED DOWN. PUT TAPE ON IT

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$32.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$32.00

Notes

Authorized as requested.

Factory install issue.

Labor
Line# 5

Operation Code	Operational Description
40-196-01-11-001309	Charging Center - USB & 12 Volt - Electrical/12 Volt Interior/Replace/ Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-05-03 16:24:02 :: THE FURTHEST USB PORT IN THE BUNK ROOM IS NOT WORKING. REMOVED PORT AFTER TESTING AND INSTALLED NEW PORT

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$48.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$32.00

Notes

Authorized for flatrate of 0.20 hrs.

Before submitting for payment, please attach a photo of the back of the usb port. Processing will need that photo to issue payment.

Thank you!

VCB

Submitted	Labor Amt	\$544.00
	Parts & Freight	\$0.00
	Total	\$544.00

Approved	Labor Amt	\$400.00
	Parts & Freight	\$0.00
	Total	\$400.00

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.	