

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
BASDEN RV CENTER INC		<b>CLAIM</b>	1677064
DBA AMERICAN RV CENTER		<b>CLAIM ORIGIN</b>	WEB
600 E BASELINE ROAD		<b>ORIGINAL CLAIM ID</b>	
EVANSVILLE, IN 47725		<b>VIN</b>	5ZT2CAEC5PK006057
USA		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
<b>Labor rate:</b>	\$160.00	<b>SITE/WAREHOUSE</b>	203 / 203
<b>OWNER INFORMATION</b>		<b>ITEM #</b>	BCAT164BHX
DALE L ROBLING		<b>DEALER RO #</b>	71156
1977 WILSON STATION RD		<b>CLAIM START DATE</b>	09/15/2023
Corydon, KY 42406		<b>CLAIM END DATE</b>	01/01/1900
USA			
<b>Retail Date of Purchase</b>	07/13/2023	<b>WARRANTY EXPIRATION DATE</b>	07/13/2024

## Claim Line Details

### Labor

<b>Line# 1</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	70-168-01-00-002004	Water Heater Access Door - Appliances/Water Heater (Dometic, Atwood)/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-09-15 10:53:26 :: WATER HEATER DOOR ALL SCRATCHED UP. NEEDS REPLACED. DOOR SCRATCHED NEED TO REPLACE			
	<b>Model #</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>	<b>\$80.00</b>
	SW6DE	0.50		
	<b>Serial #</b>	<b>Appr Hrs</b>	<b>Appr Labor Amt</b>	<b>\$80.00</b>
	231700362	0.50		

#### Notes

### Labor

<b>Line# 2</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	10-7-01-00-000147	Grit Tape - Frame & Chassis/Manual Entry Step/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-09-15 10:57:52 :: REPLACE TREAD TAPE ON STEPS. COVERED WITH PUTTY TAPE FROM FACTORY NEED TO REPLACE THE STEP CPVERS			
	<b>Model #</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>	<b>\$32.00</b>
		0.20		
	<b>Serial #</b>	<b>Appr Hrs</b>	<b>Appr Labor Amt</b>	<b>\$32.00</b>
		0.20		

#### Notes

### Labor

<b>Line# 3</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	60-136-01-11-001490	ShurFlo Water Pump - Plumbing/Fresh Water Supply/Replace/Electrical		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-09-15 10:58:40 :: ALL INTERIOR LIGHTS FLICKER BAD WHEN OPERATING WATER PUMP PUMP CAN NOT ACSESS PUMP FROM WATER HEATER ACSESS KOLE UNDER BED HAVE O UNLOAD CUSTOMER STUF FROM COMPARTMENT AND CLIMIN COMPARTMENT, REMOVE ACSESS PANELS AND TEST PUMP, DISCONET PUMP AND WIRE IN TEST PUMP, (SHURFLO) AND TEST LIGHTS ONLY FLASH WHEN PUMP COMS ON AND NOT WHEN RUNNING, Replace pump with shuflo pump Load customer stuff			
	<b>Model #</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>	<b>\$320.00</b>
	SFDP1-030-045-33D	2.00		
	<b>Serial #</b>	<b>Appr Hrs</b>	<b>Appr Labor Amt</b>	<b>\$80.00</b>
	NA	0.50		

#### Notes

WHAT WAS THE CAUSE?  
DID REPLACING THE WATER PUMP FIX THE ISSUE OR WAS IT JUST A WIRING ISSUE?

REPLACING THE PUMP FIXED THE ISSUE  
 Dealers must submit a pictures of the following:  
 1. The water pump itself  
 2. The label showing the model & serial number and MFG date  
 Pictures must be in PDF or JPEG formats only.

PHOTO ADDED  
 EXCESSIVE AMOUNT REQUESTED  
 CHANGED TO FLAT RATE

**Labor**  
 Line# 4

**Operation Code** 70-159-24-00-001901  
**Operational Description** AC Duct - Appliances/Roof AC (Dometic, Duo-Therm)/Repair/No Tread Code

**Complaint, Cause, Correction**  
 Original Note : bhoffman@americanrvcenter.com, 2023-09-15 11:13:52 :: CHECK THE A/C MAKING A RATTLE SOUND Foil tape loose in air box Remove loose tape and install new tape put air box back together

<b>Model #</b>	<b>Dir Sub Hrs</b>	1.20	<b>Sub Labor Amt</b>	\$192.00
<b>Serial #</b>	<b>Appr Hrs</b>	0.60	<b>Appr Labor Amt</b>	\$96.00

**Notes**  
 EXCESSIVE AMOUNT REQUESTED  
 CHANGED TO SIMILAR REPAIR TIME

**Labor**  
 Line# 5

**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, 2023-09-15 11:15:35 :: LOOK AT THE FRIDGE NOT SITTING IN THE SPOT LEVEL Top mounting bracket pushing top of refer in Remove trim, remove mounting screws remove top mounting bracket make new bracket to bring top of refer out paint bracket and install, install trim

<b>Model #</b>	<b>Dir Sub Hrs</b>	2.00	<b>Sub Labor Amt</b>	\$320.00
<b>Serial #</b>	<b>Appr Hrs</b>	1.00	<b>Appr Labor Amt</b>	\$160.00

**Notes**  
 EXCESSIVE AMOUNT REQUESTED  
 CHANGED TO SIMILAR REPAIR TIME

<b>Submitted</b>	Labor Amt	\$944.00	<b>Approved</b>	Labor Amt	\$448.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$944.00		Total	\$448.00

\_\_\_\_\_  
**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.