

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1759202
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT3SR2B3N6110862
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	062 / 062C
OWNER INFORMATION		ITEM #	SRF37FLL-C
BARRY L EBLEN		DEALER RO #	71163
7208 HWY 60 E		CLAIM START DATE	12/07/2023
Henderson, KY 42420		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	03/04/2023	WARRANTY EXPIRATION DATE	03/04/2024

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	10-13-15-00-000212	Slide Out Roof - Frame & Chassis/Slide Out System/Repair or Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:40:15 :: GASKET OVER REFER SLIDE LEAKING. WOOD DAMAGE R3moved damaged gutter and bulb seal on the Inside. Installed bulb seal and gutter rail. Cleaned up mess.			
Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$240.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$160.00
	Notes			
	.time allowed. thanks			

Labor

Line# 2	Operation Code	Operational Description		
	30-99-01-00-001007	Velcro Strap, each - Interior/Soft Goods/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:41:19 :: ICE BOX PLASTIC SNAP BROKEN Plastic strap holder won't stay in fridge. Installed strap on fridge.			
Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$16.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$16.00
	Notes			
	.time allowed. thanks			

Labor

Line# 3	Operation Code	Operational Description		
	60-138-01-00-001521	Termination Valve - 3" or 1.5" (Read Notes!!!) - Plumbing/Drainage System/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:42:17 :: GALLEY DUMP WILL NOT CLOSE ALL THE WAY Cut open the underbelly near valve. Valve shuts all the way but doesn't seal. Removed hardware and valve from drain line. Got a gasket kit from inside. Installed new gaskets and valve. Ran water through lines and it leaks. The way the drain pipes are ran I can't move them apart enough to get valve in without moving the gaskets off the valve. I need to cut the drain line, secure the valve in place, install a union and secure the drain pipe together. Ran water through lines and I still have water coming out. Cut open underbelly in another spot. Noticed that this valve is not the one that's leaking. It's the cable valve. Ordered cable valve. Cut underbelly around valve. Had to cut the main line again so I could pull pipe apart to remove and install valve. Positioned new valve in place. Secured valve. Applied glue and a union to main line and secured together. Let dry. Ran water through sink. Took fish tape and pulled cable through frame and frame support beams. Secured new cable to fame. Taped underbelly. Cleaned up mess.			
Model#	Dlr Sub Hrs	6.00	Sub Labor Amt	\$960.00

Serial# Appr Hrs 2.00 Appr Labor Amt \$320.00

Notes

.time allowed. thanks

Labor

Line# 4

Operation Code

20-69-24-00-000699

Operational Description

Compartment Door Frame - Exterior/Compartment Doors/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:44:47 :: THERE IS A GAP WHERE THE FLOOR OF THE FRONT COMPRTMENT MEETS THE FRONT WALL. YOU CAN SEE THE GROUND THROUGH THIS GAP. Plastic wall isn't secured in some spots and is pulling away aluminum stud. Took self tapping screws and secured wall to stud. Cut excess foam off. Taped of plastic and stud. Applied silicone to a few areas to help seal out water.

Model#

Dlr Sub Hrs

0.70

Sub Labor Amt \$112.00

Serial#

Appr Hrs

0.50

Appr Labor Amt \$80.00

Notes

.time allowed. thanks

Labor

Line# 5

Operation Code

30-102-01-00-001118

Operational Description

Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:45:47 :: THE WOOD TRIM COMING OFF ON THE KITCHEN SLIDE. App,red Brad nails as-needed. Spot over fridge had 2 pieces pushing together. Made a relief cut and secured trim. Filled gaps with putty.

Model#

Dlr Sub Hrs

0.25

Sub Labor Amt \$40.00

Serial#

Appr Hrs

0.10

Appr Labor Amt \$16.00

Notes

.time allowed. thanks

Labor

Line# 6

Operation Code

40-120-01-11-004002

Operational Description

One Control Touch Panel - Electrical/Wireless Remote Control System (Lippert)/ Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-12-07 08:48:54 :: THE ON COMMAND CONTROL PAD GOES FROM + TO - WHILE SLIDING IN AND OUT. THE SLIDE ROOM WILL PAUSE TRAVEL WHEN THIS HAPPENS Ran all rooms in and out several times. Slide room in kitchen stopped once. Unhooked from shore power. Disconnected battery. Waited 5 minutes. Plugged back into shore power. Turned batteries on. Reset touch screen. Powered up touch screen. Ran slide rooms in and out several times without issues.

Model#

Dlr Sub Hrs

0.50

Sub Labor Amt \$80.00

Serial#

Appr Hrs

0.20

Appr Labor Amt \$32.00

Notes

No defect presented. Warranty does not cover labor to disconnect power and repower. Denied Per phone conversation with Ben at DLR, more info for this complaint. Please explain. Pulled unit inside. Hooked up to shore power. Touch pad will not operate slide rooms because it's alternating back and forth between in and out. Asking for a new TouchPad. Pulled panel off to get numbers
Time allowed to r/r one control touch panel. Please return old part for testing.

Submitted

Labor Amt

\$1,448.00

Parts & Freight

\$0.00

Total

\$1,448.00

Approved

Labor Amt

\$624.00

Parts & Freight

\$0.00

Total

\$624.00

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.