

# FOREST RIVER WARRANTY CLAIM FORM

|                         |            |                          |                   |
|-------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #        | 0005106    | CLAIM STATUS             | Authorized        |
| BASDEN RV CENTER INC    |            | CLAIM                    | 1674257           |
| DBA AMERICAN RV CENTER  |            | CLAIM ORIGIN             | WEB               |
| 600 E BASELINE ROAD     |            | ORIGINAL CLAIM ID        |                   |
| EVANSVILLE, IN 47725    |            | VIN                      | 4X4FXLH24NF169496 |
| USA                     |            | CHASSIS VIN              |                   |
|                         |            | MILEAGE                  | 0                 |
| Labor rate:             | \$160.00   | SITE/WAREHOUSE           | 045 / 045         |
| OWNER INFORMATION       |            | ITEM #                   | XLF321            |
| PAMELA DAWN KEBORTZ     |            | DEALER RO #              | 71659             |
| 5800 MARTIN RD          |            | CLAIM START DATE         | 09/13/2023        |
| Newburgh, IN 47630      |            | CLAIM END DATE           | 01/01/1900        |
| USA                     |            |                          |                   |
| Retail Date of Purchase | 07/14/2023 | WARRANTY EXPIRATION DATE | 07/14/2024        |

## Claim Line Details

### Labor

| Line#   | Operation Code                                                                                                                                                                                                                                            | Operational Description                                                                              |      |                        |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------|------------------------|
| 1       | 70-159-01-11-001900                                                                                                                                                                                                                                       | Dometic Duotherm Wall or ADB Thermostat - Appliances/Roof AC (Dometic, Duo-Therm)/Replace/Electrical |      |                        |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                              |                                                                                                      |      |                        |
|         | Original Note : bhoffman@americanrvcenter.com, 2023-09-13 12:22:28 :: THE LIVING ROOM THERMOSTAT COVER FELL OFF AND IT DOES NOT WORK NOW Can't get just the cover for the thermostat. Needs new thermostat. Removed thermostat. Installed new thermostat. |                                                                                                      |      |                        |
| Model#  | NA                                                                                                                                                                                                                                                        | Dlr Sub Hrs                                                                                          | 0.60 | Sub Labor Amt \$96.00  |
| Serial# | NA                                                                                                                                                                                                                                                        | Appr Hrs                                                                                             | 0.15 | Appr Labor Amt \$24.00 |
|         | Notes                                                                                                                                                                                                                                                     |                                                                                                      |      |                        |
|         | will reach out to parts to confirm                                                                                                                                                                                                                        |                                                                                                      |      |                        |
|         | OK                                                                                                                                                                                                                                                        |                                                                                                      |      |                        |
|         | THANKS                                                                                                                                                                                                                                                    |                                                                                                      |      |                        |
|         | auth for replacement of cover                                                                                                                                                                                                                             |                                                                                                      |      |                        |

### Labor

| Line#   | Operation Code                                                                                                                                                                                                                                                                                                                                                                        | Operational Description                                                    |      |                        |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|------|------------------------|
| 2       | 30-101-02-00-001077                                                                                                                                                                                                                                                                                                                                                                   | Hinged Passage Door Striker - Interior/Interior Doors/Adjust/No Tread Code |      |                        |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                                                                                                                          |                                                                            |      |                        |
|         | Original Note : bhoffman@americanrvcenter.com, 2023-09-13 12:26:46 :: BATHROOM DOOR WILL NOT OPEN ONCE IT IS SHUT. WHEN TURNING THE DOOR KNOB, IT DOES NOT PULL THE STRIKER IN FAR ENOUGH TO LET IT UNLATCH. AJD DOOR Removed stricker plate. Took a chisel and cut a relief into the door frame so itwill sit flush. Installed plate. Cleaned up debris. Door now opens with handle. |                                                                            |      |                        |
| Model#  |                                                                                                                                                                                                                                                                                                                                                                                       | Dlr Sub Hrs                                                                | 0.20 | Sub Labor Amt \$32.00  |
| Serial# |                                                                                                                                                                                                                                                                                                                                                                                       | Appr Hrs                                                                   | 0.10 | Appr Labor Amt \$16.00 |
|         | Notes                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |      |                        |
|         | auth for flat rate                                                                                                                                                                                                                                                                                                                                                                    |                                                                            |      |                        |

### Labor

| Line#  | Operation Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Operational Description                                                                                    |      |                          |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------|--------------------------|
| 3      | 10-13-01-00-000224                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Slide Out Assembly - complete - includes R&R Room - Frame & Chassis/Slide Out System/Replace/No Tread Code |      |                          |
|        | Complaint, Cause, Correction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                            |      |                          |
|        | Original Note : bhoffman@americanrvcenter.com, 2023-09-13 12:29:16 :: THE REFRIGERATOR DOOR COMES OPEN WHILE IN TOW. Slide room floor is not secured to the walls. Floor is pushing down. This has caused the fridge to push upper brackets out of the stile above the fridge. Fridge is bouncing up and down as the unit is in travel. **slide room ski is also damaged under the fridge. Will need to remove slide ski and secure the floor so it doesn't move and replace slide ski. Also need to shim the fridge so it will not pull down on stile. |                                                                                                            |      |                          |
| Model# |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dlr Sub Hrs                                                                                                | 9.00 | Sub Labor Amt \$1,440.00 |

Serial#

Appr Hrs

5.00

Appr Labor Amt \$800.00

**Notes**

pics are required for auth

PICS ADDED

auth fo 3.75

will give to tech to review

PICS ADDED AGAIN

TIME ADDED BUT WOULD LIKE TO PUT MORE INFO

Slide room floor is not secured to the walls. Floor is pushing down. This has caused the fridge to push upper brackets out of the stile above the fridge. Fridge is bouncing up and down as the unit is in travel. \*\*slide room ski is also damaged under the fridge. Will need to remove slide ski and secure the floor so it doesn't move and replace slide ski. Also need to shim the fridge so it will not pull down on stile. \*\*are we replacing the stile?

Fridge falling out. And floor loose.

Remove trim on floor of slide room. Put panel on floor to roll fridge out. Unscrew fridge and roll out. Cut a 25 and a 1/2 inch angle, iron and drilled holes in it. Screw to wall and floor. Took pics. Put fridge back in fastened. Nailed trim back on floor. Remove left floor ski. And installed new floor ski.

MORE INFO ADDED PLEASE ADJUST TIME ACCORDINGLY

auth for 5.00 full complete job

**Submitted**

|                 |            |
|-----------------|------------|
| Labor Amt       | \$1,568.00 |
| Parts & Freight | \$0.00     |
| Total           | \$1,568.00 |

**Approved**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$840.00 |
| Parts & Freight | \$0.00   |
| Total           | \$840.00 |

**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.