

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
BASDEN RV CENTER INC		<b>CLAIM</b>	1721586
DBA AMERICAN RV CENTER		<b>CLAIM ORIGIN</b>	WEB
600 E BASELINE ROAD		<b>ORIGINAL CLAIM ID</b>	
EVANSVILLE, IN 47725		<b>VIN</b>	4X4CFSZ29PD189112
USA		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
<b>Labor rate:</b>	\$160.00	<b>SITE/WAREHOUSE</b>	010 / 010E
<b>OWNER INFORMATION</b>		<b>ITEM #</b>	FS28TSCSE
BRANDON L CONNER		<b>DEALER RO #</b>	72049
1885 W County Road 50S		<b>CLAIM START DATE</b>	10/27/2023
Petersburg, IN 47567		<b>CLAIM END DATE</b>	01/01/1900
USA			
<b>Retail Date of Purchase</b>	02/10/2023	<b>WARRANTY EXPIRATION DATE</b>	02/10/2024

## Claim Line Details

### Labor

<b>Line# 1</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	20-80-01-00-000817	Front Wall Panel - Exterior/Body Panels/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-10-27 08:54:43 :: THE POSTS FOR THE FRONT WALL ARE PULLING AWAY FROM THE TOP. Wall doesn't have a tight fit to toilet Took pictures for warranty department. We need to screw in 3" screws from the bottom of front frame to the pop up frame.			
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	2.00	<b>Sub Labor Amt</b> \$320.00
	<b>Serial#</b>	<b>Appr Hrs</b>	2.00	<b>Appr Labor Amt</b> \$320.00
	<b>Notes</b>			
	This is a repair only correct? YES repair only			

### Labor

<b>Line# 2</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	20-66-01-00-000679	Screen Cloth - Exterior/Entry Doors/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-10-27 08:58:20 :: CUSTOMER ADVISES THAT THE SCREEN IS COMING OUT OF THE ENTRY DOOR. Screen came out of Screen track Removed the screws holding the door to ceiling track. Took entry door out of camper and set on saw horse. Pulled the rubber strip out. Pulled on the screen while pushing in the rubber strip. Inspected the rest of the screen door for loose screen. Screen has no further damage to replace.			
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	0.30	<b>Sub Labor Amt</b> \$48.00
	<b>Serial#</b>	<b>Appr Hrs</b>	0.30	<b>Appr Labor Amt</b> \$48.00
	<b>Notes</b>			

### Labor

<b>Line# 3</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	30-98-01-00-000999	Heated Mattress Cord, Controller - Interior/Beds, Mattress/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2023-10-27 08:59:15 :: CUSTOMER ADVISES THAT THE STITCHING IS COMING OUT OF THE MATTRESSES. Stitching Stitching is coming apart on front and rear mattress. Took pictures of both. We need to screw in 3" screws from the bottom of front frame to the pop up frame. Additional Note : bhoffman@americanrvcenter.com, 2023-10-27 09:00:07 :: NEED 2 MATTRESS			
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	1.00	<b>Sub Labor Amt</b> \$160.00
	<b>Serial#</b>	<b>Appr Hrs</b>	0.30	<b>Appr Labor Amt</b> \$48.00
	<b>Notes</b>			
	Hello, we would need photos showing both mattresses have threading coming out a photo of all			

vendor tags on each mattress. Thank you

TAGS ADDED

Hi there, how many mattresses total? I am only seeing 1 picture showing the mattress.

there are 2 mattresses

Thank you for the tags but only 1 mattress photo is attached that show the threads coming loose. kerb

MORE PHOTOS HAVE BEEN ADDED

Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you

OK

Hello, please leave claim on your side and then we can update once we receive a response from our vendor. Thank you

Hi there, I have reviewed this request with the vendor and they feel they threads just need to be trimmed. We can approve .30 for that to be done unless you have other pictures that would clearly show this is not just loose threads. Thank you.

Ok thanks and when more threads come out then they will be back to trim more of them

Authorized by vendor to trim loose threads. kerb

**Submitted**

Labor Amt	\$528.00
Parts & Freight	\$0.00
Total	\$528.00

**Approved**

Labor Amt	\$416.00
Parts & Freight	\$0.00
Total	\$416.00

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.