

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1736597
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4FCKZ25PX161022
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	017 / 017A
OWNER INFORMATION		ITEM #	ACKF235MBBL
GARY DAVID WALKER		DEALER RO #	72238
1521 DUBOIS ST		CLAIM START DATE	11/10/2023
Lawrenceville, IL 62439		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	06/09/2023	WARRANTY EXPIRATION DATE	06/09/2024

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-102-12-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:23:25 :: CUSTOMER ADVISES THAT THERE IS AN AREA IN THE OFF DOOR FRONT WHERE THE FRONT MATERIAL MEETS THE DIAMOND PLATE, THERE IS A PIECE OF TRIM THAT DOES NOT HAVE SCREWS IN IT AND THE PANELING HAS CONCAVED IN. THE DOOR SIDE FRONT IS NOT DOING THIS. Added screws to divider and sealed with silicone.			
Model#	Dlr Sub Hrs	0.10	Sub Labor Amt \$16.00	
Serial#	Appr Hrs	0.10	Appr Labor Amt \$16.00	
	Notes			

Labor

Line# 2	Operation Code	Operational Description		
	30-102-12-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:24:47 :: CUSTOMER ADVISES THAT THE J-WRAP IS LOOSE ON THE DOOR SIDE BETWEEN THE TIRE AND THE FRONT OF THE TRAILER. Added a screw and painted the head.			
Model#	Dlr Sub Hrs	0.10	Sub Labor Amt \$16.00	
Serial#	Appr Hrs	0.10	Appr Labor Amt \$16.00	
	Notes			

Labor

Line# 3	Operation Code	Operational Description		
	50-134-01-00-001467	LP Tank or Bottle Holder - Includes Leak Test - LP Gas/LP Gas System/Replace/ No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:25:20 :: CUSTOMER ADVISES THAT THE GALVANIZED HOLD DOWNS FOR THE LP TANKS ARE GONE. Missing. Will turn in parts request NEED TO INSTALL			
Model#	Dlr Sub Hrs	0.30	Sub Labor Amt \$48.00	
Serial#	Appr Hrs	0.30	Appr Labor Amt \$48.00	
	Notes			

Labor

Line# 4

Operation Code	Operational Description		
20-69-01-17-000701	Thumb Latch - Exterior/Compartment Doors/Replace/Latch		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:27:27 :: THE LOCKING LATCH ON THE OUTSIDE KITCHEN FELL OFF. Installed new tab on thumb lock			
Model#	Dlr Sub Hrs	0.10	Sub Labor Amt \$16.00
Serial#	Appr Hrs	0.10	Appr Labor Amt \$16.00
Notes			

Labor
Line# 5

Operation Code	Operational Description		
20-44-01-00-000543	Rubber Roof, per linear foot - complete - Exterior/Roof/Replace/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:33:16 :: CUSTOMER ADVISES THAT THERE ARE TWO SCREWS STICKING UP ON THE ROOF RIGHT ABOVE THE MAIN ENTRY DOOR. NEED TO PEAL BACK THE ROOF AND FIND OUT WHAT IS WRONG AND FIX IT Additional Note : bhoffman@americanrvcenter.com, 2023-11-10 15:35:47 :: IT IS ABOUT COME THREW THE RUBBER			
Model#	Dlr Sub Hrs	6.00	Sub Labor Amt \$960.00
Serial#	Appr Hrs	0.00	Appr Labor Amt \$0.00
Notes			
Please send me more pictures of the concern, top photo and another angle , thank you more photos have been added			
I am going to document this, no repair is nessessary, if an aditional concern shows up in the furture it will be documented			

Labor
Line# 6

Operation Code	Operational Description		
20-66-02-17-000672	Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:38:19 :: CUSTOMER ADVISES THAT SOMETIMES WHILE TRAVELING THAT THE MAIN ENTRY DOOR COMES OPEN. THIS HAPPENS ALSO WHEN THE DOOR LATCH IS LOCKED. ADJUSTED THE LATCH NOW LOCKS AND CLOSES FINE			
Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$32.00
Serial#	Appr Hrs	0.20	Appr Labor Amt \$32.00
Notes			

Labor
Line# 7

Operation Code	Operational Description		
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:41:39 :: CUSTOMER ADVISES THAT THERE IS SOMETHING ROUGH UNDER THE VYNYL IN FRONT OF THE KITCHEN SINK. Appears to be staples sticking up. Removed the vent and ran flat steel over to the staples and hammered them back down. Additional Note : bhoffman@americanrvcenter.com, 2023-11-10 15:42:33 :: THERE ARE 3 AREAS THAT NEED FIXED			
Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$80.00
Serial#	Appr Hrs	0.50	Appr Labor Amt \$80.00
Notes			

Labor
Line# 8

Operation Code	Operational Description		
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code		
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:43:52 :: THERE IS A ROUGH SPOT IN THE VYNYL WHERE THE SLIDE ROOM GOES IN AND OUT. WILL NEED TO CUT OUT THE SPOT AND INSTALL NEW PIECE OF FLOOR			
Model#	Dlr Sub Hrs	2.00	Sub Labor Amt \$320.00
Serial#	Appr Hrs	2.00	Appr Labor Amt \$320.00
Notes			
Same photo as line # 7, need a different picture and concern. the pics are different			

Labor

Line# 9

Operation Code

30-99-01-00-001012

Operational Description

Mini-Blind - Interior/Soft Goods/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:44:45 :: THE END OF THE BLIND NEAR THE LOVESEAT CAME APART.. The end of the blind is missing and coming apart. NEED TO REPLACE THE BLIND

Model#

Dlr Sub Hrs

0.25

Sub Labor Amt \$40.00

Serial#

Appr Hrs

0.20

Appr Labor Amt \$32.00

Notes

0.20 per labor code

Labor

Line# 10

Operation Code

30-102-01-00-002691

Operational Description

Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:46:05 :: THE WALL PAPER BY THE SHOWER IS BUBBLING UP. The surround has pushed the wall board paper. NEED TO PULL SHOWER SURROUND OFF AND INSTALL NEW WALL PAPER PANEL

Model#

Dlr Sub Hrs

1.00

Sub Labor Amt \$160.00

Serial#

Appr Hrs

1.00

Appr Labor Amt \$160.00

Notes**Labor**

Line# 11

Operation Code

30-102-12-00-002691

Operational Description

Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:46:54 :: THE WALL BOARD ON THE DOOR SIDE OF THE BEDROOM HAS A BUBBLE IN IT. No structure behind the seem on the wall Pulled trim off and had to install staples at an angle. So they would hit wood. And hold paneling down.

Model#

Dlr Sub Hrs

0.40

Sub Labor Amt \$64.00

Serial#

Appr Hrs

0.20

Appr Labor Amt \$32.00

Notes**Labor**

Line# 12

Operation Code

30-100-24-00-001050

Operational Description

Cabinet Stiles - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:47:51 :: THE TRIM MOLDING UNDER THE CABINETS AT THE HEAD OF THE BED IS NOT INSTALLED VERY NEATLY. The shelf has a bad spot on it. And the 1x1. Under it is split. NEED TO REPLACE THE 1X1

Model#

Dlr Sub Hrs

2.00

Sub Labor Amt \$320.00

Serial#

Appr Hrs

1.00

Appr Labor Amt \$160.00

Notes

1.0 to repair items

Labor

Line# 13

Operation Code

70-656-01-11-003983

Operational Description

Wall Thermostat - Appliances/Roof AC (Furrion)/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-11-10 15:48:54 :: CUSTOMER CAN TURN THE A/C OR THE HEAT ON AND THEY WILL RUN FOR THREE HOURS AND THEN THEY WILL SHUT DOWN. THE HEAT OPTION GOES AWAY ON THE THERMOSTAT. CUSTOMER CAN TURN UNIT OFF AND RETART IT AND IT WILL WORK. CUSTOMER CAN LEAVE UNIT FOR A COUPLE DAYS WITH THE HEAT OR THE A/C ON. WHEN HE COMES BACK, THE UNIT IT SHUT COMPLETELY DOWN. SOMETIMES AN E3 ERROR CODE IS PRESENT ON THE THERMOSTAT. When i got in unit it showed e3 on the t stat. I have checked the wiring from the thermostat to the air conditioner unit and the wiring seems to be correct. I'm going to request for a new thermostat and control for furrion air conditioner.

Model# FACT12CA-PS

Dlr Sub Hrs

1.00

Sub Labor Amt \$160.00

Serial# 10001154508022200188

Appr Hrs

0.30

Appr Labor Amt \$48.00

Notes

Pictures are required for this repair. Please provide the following pictures:

1. The complete item (all sides, part removed)
 2. The defect, if possible
 3. Identifying marks, tags, stamps - or location - or model/serial numbers
- Please use JPEG or PDF formats only when attaching pictures to your claim.

If the thermostat controls both the furnace and the air conditioner, you must supply the model and serial numbers from the air conditioner. Claim lines that are submitted with the furnace model/serial numbers will either be placed back in feedback or denied.

The Vendor for this product requires a prior authorization. The Forest River Warranty Representative will begin this process through the First Stop Warranty program. Please be sure to read the Notes & Feedback on the repair line for authorization details.

i added the same pics they are there
Need a picture of the t-stat front photo
PHOTO UPLOADED
Sent to the vendor for evaluation
I saw that and I sent photos back to you and the vender
Hello,

Case 4502996
VIN 4X4FCKZ25PX161022

I can pre approve up to .3 for labor. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit. Return parts authorization does not guarantee your claim will be paid.

Lippert does not cover mobile fees.

This is pre-auth for the R&R of the App controlled thermostat FACW12APZA with 2021130946 : FACW10ESSA-BL.

Pre-authorization is information only and will not result in Lippert issuing the replacement. The pre-authorization team does not have access to submit orders. Lippert will defer to the RV Manufacturer for your next steps regarding replacement.

Lippert will require the part to be returned for testing. If outside of the Continental US, Lippert does not need this product back. We will require photos of the complete serial number tag submitted with your claim.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Makala Reidy
Pre-Authorization Specialist
Appliances and Entertainment
www.lippert.com

Submitted			Approved		
	Labor Amt	\$2,232.00		Labor Amt	\$960.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$2,232.00		Total	\$960.00

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.