

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
BASDEN RV CENTER INC		<b>CLAIM</b>	1863965
DBA AMERICAN RV CENTER		<b>CLAIM ORIGIN</b>	WEB
600 E BASELINE ROAD		<b>ORIGINAL CLAIM ID</b>	
EVANSVILLE, IN 47725		<b>VIN</b>	5ZT2CANB8PU041140
USA		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
<b>Labor rate:</b>	\$170.00	<b>SITE/WAREHOUSE</b>	103 / 103
<b>OWNER INFORMATION</b>		<b>ITEM #</b>	CAT243RBSLE
JEFFREY VANDIVER		<b>DEALER RO #</b>	73129
7544 GEORGIA LANE		<b>CLAIM START DATE</b>	03/27/2024
Newburgh, IN 47630		<b>CLAIM END DATE</b>	01/01/1900
USA			
<b>Retail Date of Purchase</b>	08/29/2023	<b>WARRANTY EXPIRATION DATE</b>	08/29/2024

## Claim Line Details

### Labor

<b>Line# 1</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	40-124-01-11-002631	Exterior Solar Panel Port or Inlet - Electrical/Solar Power/Replace/Electrical		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2024-03-27 16:23:15 :: ON ONE OF THE CUSTOMER'S WINTER CHECKS, HE NOTICED WATER ON THE FLOOR IN THE BEDROOM DIRECTLY UNDER THE CEILING LIGHT AS YOU ENTER THE ROOM. BJ NOTICED THAT THERE IS STILL MOISTURE INSIDE THE LIGHT LENS. OPN ONE OF CUSTOMERS WINTER CHECKS, HE NOTICED WATER ON THE FLOOR IN THE BEDROOM DIRECTLY UNDER THE CEILING LIGHT AS YOU ENTER THE ROOM. BJ NOTICED THAT THERE IS STILL MOISTURE INSIDE THE LIGHT LENS. Removed lens from light and found a small amount of water in lens. Checked roof above this area for any voids in roof sealant. The solar panel wires enter roof in this area and it is sealed with no voids or cracks. Removed light from ceiling. Could not feel any moisture in the ceiling insulation. Removed cables from thru roof mounting. Cut off roof sealer around thru roof mounting flange. Found (2) corners broken off from mounting flange. Cleaned all roof sealer that was applied at factory. This sealer did not adhere to plastic on roof mounted cable connector. Cleaned area and mounted new plastic cable connector for solar panel. Sealed all around plastic cable connector with DICOR. Will let setup over weekend before reconnecting cables. Reconnected solar panel connectors. Additional Note : bhoffman@americanrvcenter.com, 2024-03-27 16:25:15 :: I UNDER STAND THAT THIS UNIT DOES NOT FALL UNDER THE RECALL BUT THAT IS WHAT IS BROKEN			
<b>Model#</b>	<b>Dir Sub Hrs</b>	1.00	<b>Sub Labor Amt</b>	\$170.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.50	<b>Appr Labor Amt</b>	\$85.00
	<b>Notes</b>			
	EXCESSIVE AMOUNT REQUESTED. CHANGED TO 2.5X FLAT RATE.			
	VCB VALTERRA			

### Labor

<b>Line# 2</b>	<b>Operation Code</b>	<b>Operational Description</b>		
	20-66-01-00-000666	Window Trim - Exterior/Entry Doors/Replace/No Tread Code		
	<b>Complaint, Cause, Correction</b>			
	Original Note : bhoffman@americanrvcenter.com, 2024-03-27 16:27:39 :: THERE IS A RUBBER MOLDING AROUND THE MAIN ENTRY DOOR. THE ONE ON THE LEFT SIDE OF THE ENTRY DOOR POPS LOOSE AND THE CUSTOMER HAS TO PUT IT BACK IN THE TRACK PRETTY OFTEN. THE ONE ON THE RIGHT SIDE OF THE ENTRY DOOR CAME LOOSE AND BLEW OFF. 3/25/2024: Received new part. Cut to length and installed new piece of thrim on right side of entry door. Adjusted trim on left side of entry door to hold in place. Moved unit to customer completed row.			
<b>Model#</b>	<b>Dir Sub Hrs</b>	0.20	<b>Sub Labor Amt</b>	\$34.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b>	\$34.00
	<b>Notes</b>			

### Labor

Line# 3

**Operation Code**

20-73-19-00-000744

**Operational Description**

Wheel Well - Exterior/Fender Skirts, Wheel Well/Reseal/No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2024-03-27 16:30:37 :: CUSTOMER HAS NOTICED THAT THE GASKET BETWEEN THE WHEEL MOLDINGS AND THE METAL SIDEING IS DETERIORATING AND FALLING OUT. IT IS DOING IT ON BOTH SIDES BUT IT IS WORSE ON THE OFF DOOR SIDE. CUSTOMER HAS NOTICED THAT THE GASKET BETWEEN THE WHEEL MOLDINGS AND THE METAL SIDING IS DETERIORATING AND FALLINGOUT. IT IS DOING IT ON BOTH SIDES BUT IT IS WORSE ON THE OFF DOOR SIDE Moved unit into shop from service lot. Cleaned old putty tape from both fenders. Taped off both fenders. Sealed gap between fenders and lower sheet metal with Black silicone. Removed all tape.

**Model#**

**Dlr Sub Hrs**

0.50

**Sub Labor Amt** \$85.00

**Serial#**

**Appr Hrs**

0.20

**Appr Labor Amt** \$34.00

**Notes**

EXCESSIVE AMOUNT REQUESTED. CHANGED TO 2X FLAT RATE.

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**Submitted**

Labor Amt \$289.00  
Parts & Freight \$0.00  
Total \$289.00

**Approved**

Labor Amt \$153.00  
Parts & Freight \$0.00  
Total \$153.00

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**DEALER**

**DATE**

**SIGNATURE**

I certify that I have performed these repairs consistent with Forest River Policies.

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**CUSTOMER**

**DATE**

**SIGNATURE**

All repairs described have been inspected and are satisfactory.