

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1866751
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TWBG26RU025421
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	044 / 044B
OWNER INFORMATION		ITEM #	WBT310BHI
CRAIG MUETH		DEALER RO #	73156
11800 SEIB RD		CLAIM START DATE	03/29/2024
Evansville, IN 47725		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	08/05/2023	WARRANTY EXPIRATION DATE	08/05/2024

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	40-112-01-11-001353	Tank Sensor - Probe Pods, each - Electrical/Monitor Panel/Replace/Electrical
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2024-03-29 15:56:04 :: FRESH WATER TANK WILL NOT FILL UP AND THEN DRAINS OUT THE OVER FLOW WHILE DRIVING FROM THE FILL STATION TO CAMPSITE Fresh tank drain full sensor mounted to high up Hooked hose to fresh water connection then turned on the water. Waited a few seconds, then looked around for any water leaks. Found water coming from the fresh tank drain. Shut off the drain then kept filling with water but found no leaks. Let the fresh tank fill when it got full it came out of the over flow but the gage showed 2/3 full. Pulled down the underbelly, took pictures of the tank sensors on the fresh tank. The orange wire for the full was at the same height as the over flow. Got a new tank sensor. Measured the 2/3 level at 3 inches from the bottom of the tank and the full was at 5 inches, the same as the over flow. Measured 4 inches from the bottom and drilled a hole for the new tank sensor. Mounted the new tank sensor then filled the fresh tank till the sensor read full. No water came from the over flow.		
Model#	Dlr Sub Hrs	0.75
	Sub Labor Amt	\$127.50
Serial#	Appr Hrs	0.30
	Appr Labor Amt	\$51.00
Notes		
Dealer has requested more time than what is normally approved for this repair. If you have additional information or need more time as the repair progresses, please contact me directly to discuss and I can continue to review it.		

Labor

Line#	Operation Code	Operational Description
2	60-136-01-11-001490	ShurFlo Water Pump - Plumbing/Fresh Water Supply/Replace/Electrical
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2024-03-29 16:12:11 :: THE TANKLESS WATER HEATER WILL NOT STAY LIT WHILE TAKING A SHOWER BUT WORKS FINE FOR WASHING HANDS IN A SINK Filled fresh tank to 1/3 full, then turned on the water pump. Turned on the lp tanks, then the water heater. Went to the shower, bathroom faucet, kitchen faucet and put a thermometer in the water, and let the water run. All those faucets showed a temperature of 117-120, and the water heater was set to 120 degrees. Only the hot water side was turned on and no cold side. But when both hot and cold are on, then the E1 codes appears with the water pump on and not city water. Started an lp drop test. Filled out the paperwork for the lp drop test. Adjusted the lp regulator, and it maxed out at 10.5, but the manometer needle would fluctuate between 10 and 10.5. Changed the lp regulator with a different style of regulator. Did the lp drop test again, had better flow rate. Turned off the water pump and turned on the city water connection. Turned on the shower again but the monitor didn't throw any codes. Called suburban. had to adjust the water pump		
Model# na	Dlr Sub Hrs	2.50
	Sub Labor Amt	\$425.00
Serial# na	Appr Hrs	0.50
	Appr Labor Amt	\$85.00
Notes		

Labor

Line# 3

Operation Code Operational Description
40-197-24-11-001324 110 Volt Exterior Wiring - Electrical/110 Volt Exterior/Repair/Electrical
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-03-29 16:14:27 :: THE DOOR SIDE SLIDE ROOM OUTLET DOES NOT WORK No power source Checked all 120v outlets and the outlet on the outside of the slideroom has no power. Followed the wire to the underbelly but there's no 120v power leading to the slideroom. Additional Note : bhoffman@americanrvcenter.com, 2024-03-29 16:19:59 :: will have to run wiring from the converter

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$510.00
Serial#	Appr Hrs	2.00	Appr Labor Amt	\$340.00

Notes
Dealer has requested more time than what is normally approved for this repair. If you have additional information or need more time as the repair progresses, please contact me directly to discuss and I can continue to review it.

Labor

Line# 4

Operation Code Operational Description
50-134-01-00-001443 LP Regulator - Includes Leak Test - LP Gas/LP Gas System/Replace/No Tread Code
Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-03-29 16:21:23 :: THE LP REGULATOR WILL NOT ADJUST Lp regulator maxed out Did an lp drop test and the lp regulator was maxed out. Couldn't get the lp regulator to go above 10.5 on the manometer. Got a new lp regulator from parts department. Removed the bad lp regulator and placed in the warranty department. Installed the new lp regulator, did the lp drop test but didn't have to adjust the new regulator to 11wc. Regulator was already set.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$127.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$85.00

Notes
Dealer has requested more time than what is normally approved for this repair. If you have additional information or need more time as the repair progresses, please contact me directly to discuss and I can continue to review it.

Submitted	Labor Amt	\$1,190.00	Approved	Labor Amt	\$561.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,190.00		Total	\$561.00

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.