

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS Authorized	
BASDEN RV CENTER INC		CLAIM 1914072	
DBA AMERICAN RV CENTER		CLAIM ORIGIN WEB	
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN 5ZT2CAECXRK006817	
USA		CHASSIS VIN	
		MILEAGE 0	
Labor rate: \$170.00		SITE/WAREHOUSE 203 / 203	
OWNER INFORMATION		ITEM # BCAT164BHX	
ROGER D. SHARP		DEALER RO # 73612	
4913 STATE ROUTE 764		CLAIM START DATE 05/10/2024	
Whitesville, KY 42378		CLAIM END DATE 01/01/1900	
USA			
Retail Date of Purchase 10/20/2023		WARRANTY EXPIRATION DATE 10/20/2024	

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description	
	70-151-01-00-003333	Insignia Refrigerator - complete - Appliances/Refrigerator (House Type)/ Replace/No Tread Code	
Complaint, Cause, Correction			
Original Note : bhoffman@americanrvcenter.com, 2024-05-10 13:28:17 :: CUSTOMER NOTICED THAT IT DIDN'T SEEM LIKE THE REFRIGERATOR WAS COOLING PROPERLY AT THE END OF CAMPING SEASON LAST FALL. CUSTOMER TOOK UNIT CAMPING THIS SPRING ON A MONDAY. BY WEDNESDAY, THE REFRIGERATOR AND FREEZER STOPPED COOLING AL TOGETHER. ref not cooling plugged camper in and letting ref run, tested voltage and it has 13.50 and is running, will wait to see temp in a few hours. Additional Note : bhoffman@americanrvcenter.com, 2024-05-10 13:28:30 :: NEED TO REPLACE THE FRIDGE			
Model#	NS-CF12V33BK1	Dlr Sub Hrs	0.50
		Sub Labor Amt	\$85.00
Serial#	22F10W00253	Appr Hrs	0.50
		Appr Labor Amt	\$85.00

Notes

This product is serviced by "Best Buy for Business" (designed for businesses/OEM Dealers) and requires an additional form from their website to be filled out to request service/repairs. Please refer to the quick link for information on how to do this: Documents > Flat Rate Documents > Best Buy Business (BBYB) Service Request Form Flyer. Once submitted and reviewed, Best Buy's Geek Squad will contact the Dealer within 48 hours to set up the service call to diagnose and repair/replace the product.

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, labels, stamps - or location - or model/serial numbers

Please use JPEG or PDF formats only when attaching pictures to your claim.

Canadian Dealers are required to send a picture of the model & serial number tag in lieu of returning the part. Dealer must provide a complete description of the problem submitted with the authorization request. Pictures must be in PDF or JPEG formats only.

Dealer are welcome to contact Todd Eash at Patrick Industries/Quest Audio/ 574-970-8287 or easht@patrickind.com for product replacement. You are welcome to go through your Forest River Warranty Representative as well as part of our First Stop Warranty Program. If you go through the Vendor directly and do not complete the claim with them, please include the authorization number and correspondence they will provide when contacting your Forest River Representative for authorization or payment.

This code requires the Dealer to enter the product's model and serial numbers in the appropriate claim fields. While not required, a picture of the data tag with the model/serial numbers is

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.

PENDING VENDOR REVIEW
AUTHORIZED PER VENDOR
VCB COLLINS & COMPANY

Nick Bedricky
Collins & Company
Warranty Services

CUSTOMER _____ DATE _____

SIGNATURE

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

SIGNATURE

All repairs described have been inspected and are satisfactory.