

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1927803
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAYB3RX030592
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	205 / 205
		ITEM #	ACAT333FKTSLE
		DEALER RO #	73616
		CLAIM START DATE	05/23/2024
		CLAIM END DATE	01/01/1900
Labor rate:	\$170.00		
OWNER INFORMATION			
KENNETH R ROOT			
1995 BRETT DR			
Madisonville, KY 42431			
USA			
Retail Date of Purchase	05/14/2024	WARRANTY EXPIRATION DATE	05/14/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-102-01-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:37:27 :: Wood that holds the dinette up on the front side wood is torn WOOD THAT HOLDS THE DINETTE UP ON THE FRONT SIDE WOOD IS TORN Wood covering on corner is peeled back. Applied glue to area and glued corner down.			
Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$34.00	
Serial#	Appr Hrs	0.20	Appr Labor Amt \$34.00	
	Notes			

Labor

Line# 2	Operation Code	Operational Description		
	30-103-01-00-001129	Floor Register - Interior/Flooring/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:38:15 :: Vent in middle of living room has silver need to hide VENT IN MIDDLE OF LIVING ROOM HAS SILVER NEED TO HIDE Removed floor vent. Trimmed sliver of foil tape used to secure duct to floor. Remounted floor vent.			
Model#	Dlr Sub Hrs	0.10	Sub Labor Amt \$17.00	
Serial#	Appr Hrs	0.10	Appr Labor Amt \$17.00	
	Notes			

Labor

Line# 3	Operation Code	Operational Description		
	30-100-24-00-001043	Drawer Front - Interior/Cabinetry/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:40:05 :: 2 pull out drawers to the left of kitchen sink are not even top drawer not even 2 PULL OUT DRAWERS TRO LEFT OF KITCHEN SINK ARE NOT EVEN TOP DRAWER NOT EVEN Removed drawer from cabinet. Marked how much to move front of drawer. Removed drawer from cabinet. Removed handle from drawer. Preyd drawer front from drawer base. Cut off old staples. Clamped drawer front in new location. Reattached front with staples. Remounted handle on drawer front. Remounted drawer in cabinet.			
Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$34.00	
Serial#	Appr Hrs	0.20	Appr Labor Amt \$34.00	
	Notes			

Labor

Line# 4 Operation Code Operational Description
30-91-24-00-000923 Furniture - Sofa or Chairs - Interior/Living Quarters, Sofa, Chair/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:42:02 :: The recliner to the right when looking at it will not come out when sitting in it THE RECLINER TO THE RIGHT WHEN LOOKING AT IT WILL NOT COME OUT WHEN SITTING IN IT Checked operation of recliner. Foot rest folding arm was hitting frame of recliner. Repositioned foot rest folding arm to clear frame of recliner. Checked operation again. Recliner is now operating as it should.

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$51.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$51.00
Notes AUTHORIZED AS REQUESTED				

Labor

Line# 5 Operation Code Operational Description
20-78-01-00-000804 Lippert Awning Inner Arm - Exterior/Awnings (Lippert)/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:43:51 :: Awning will not come out correctly with out help needs spring kit AWNING WILL NOT COME OUR CORRECTLY WITHOUT HELP NEEDS SPRING KIT Added Spring kit on both awning arms to help push arms out when extending awning.

Model# 2000	Dlr Sub Hrs	0.30	Sub Labor Amt	\$51.00
Serial# na	Appr Hrs	0.30	Appr Labor Amt	\$51.00

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, labels, stamps - or location - or model/serial numbers
Please use JPEG or PDF formats only when attaching pictures to your claim.
PLEASE SUBMIT A PHOTO OF THE ID TAG
PHOTO ADDED
PENDING VENDOR REVIEW
CASE #4996942
ANYUPDATE
AUTHORIZED PER VENDOR
VCB LIPPERT

Case Number: 4996942
VIN: RX030592

Hello John Stapleton,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize .3 hours of labor to add the spring kit.

Labor

Line# 6 Operation Code Operational Description
70-159-12-00-001867 Roof AC Bolts - Appliances/Roof AC (Dometic, Duo-Therm)/Resecure or Tighten/ No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:46:27 :: Front a/c is not flush on the ceiling FRONT A/C IS NOT FLUSH ON THE CEILING Marked ceiling trim and removed ceiling plenum cover from A/C mount. Loosened mounting bolts to pull down ceiling trim for access to trim off. Cut 1 in. from both sides of A/C so tghat ceiling plenum will fit flush. Tightened A/C mounting mounting bolts. Remounted ceiling plenum.

Model# na	Dlr Sub Hrs	0.25	Sub Labor Amt	\$42.50
Serial# na	Appr Hrs	0.20	Appr Labor Amt	\$34.00

Notes
THIS REPAIR CAN BE COMPLETED IN THE FLAT RATE ALLOTTED TIME

Labor

Line# 7 Operation Code Operational Description
30-102-01-00-001118 Miscellaneous Interior Trim, each - Interior/Panels, Ceilings, & Interior Moldings/

Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:47:57 :: Wall with thermostat has staple sticking out WALL WITH THERMOSTAT HAS STAPLE STICKING OUT Removed loose staple from wall. Added staples to hold wall flat against wall stud. Filled all staple holes with matching putty.

Model# Dlr Sub Hrs 0.10 Sub Labor Amt \$17.00

Serial# Appr Hrs 0.10 Appr Labor Amt \$17.00

Notes

Labor

Line# 8

Operation Code

30-101-01-00-001074

Operational Description

Interior Door Jamb, U-Channel, Casing, Frame - Interior/Interior Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:48:45 :: Bathroom door jams not together BATHROOM DOOR JAMS NOT TOGETHER Door jam trim set was cut crooked. Side does not match up to top piece. Turned in parts request for new door jam set.

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$34.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

Labor

Line# 9

Operation Code

30-102-12-00-001096

Operational Description

Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:49:54 :: Above rear Bed there are staples showing that need to be covered ABOVE REAR BED THERE ARE STAPLES SHOWING THAT NEED TO BE COVERED Covered staple holes with matching putty.

Model# Dlr Sub Hrs 0.10 Sub Labor Amt \$17.00

Serial# Appr Hrs 0.10 Appr Labor Amt \$17.00

Notes

Labor

Line# 10

Operation Code

30-100-02-00-001044

Operational Description

Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:50:33 :: Rear bed left 3 pull out drawers do not line up3 REAR BED LEFT 3 PULL OUT DRAWERS DO NOT LINE UP. Removed drawer from drawer slides. Removed handle from drawer front. Removed drawer front from drawer frame. Realigned drawer front to match other drawers. Clamped in place and reattached with staples. Remounted drawer handle to front of drawer. Replaced drawer in drawer slides. Checked alignment. Ok.

Model# Dlr Sub Hrs 0.50 Sub Labor Amt \$85.00

Serial# Appr Hrs 0.50 Appr Labor Amt \$85.00

Notes

Labor

Line# 11

Operation Code

30-100-01-00-001039

Operational Description

Cabinet Door Catch - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-05-23 10:51:16 :: Rear bed cabinet door under glass mirror will not lock and stay closed REAR BED CABINET DOOR UNDER GLASS MIRROR WILL NOT LOCK AND STAY CLOSED Straightened and adjusted latch. Retightened. Checked closing and latching of door. OK.

Model# Dlr Sub Hrs 0.10 Sub Labor Amt \$17.00

Serial# Appr Hrs 0.10 Appr Labor Amt \$17.00

Notes

Labor

Line# 12

Operation Code30-102-12-00-001096

Operational DescriptionInterior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, CorrectionOriginal Note : bhoffman@americanrvcenter.com, 2024-05-23 10:51:47 :: Ceiling trim in bedroom 2 trim pieces are loose and need to be reinstalled CEILING TRIM IN BEDROOM 2 TRIM PIECES ARE LOOSE AND NEED TO BE REINSTALLED Reattached ceiling trim with block of wood and hammer.

Model#Dlr Sub Hrs0.10Sub Labor Amt \$17.00

Serial#Appr Hrs0.10Appr Labor Amt \$17.00

Notes

Labor

Line# 13

Operation Code30-102-12-00-001096

Operational DescriptionInterior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, CorrectionOriginal Note : bhoffman@americanrvcenter.com, 2024-05-23 10:52:21 :: Washer dryer closet wall panel has staples showing and needs 2 trim piece WASHER/DRYER CLOSET WALL PANEL HAS STAPLES SHOWING AND NEEDS TRIM PIECE Turned in parts request for flat trim piece.

Model#Dlr Sub Hrs0.20Sub Labor Amt \$34.00

Serial#Appr Hrs0.20Appr Labor Amt \$34.00

NotesWILL NEED TO KNOW COMPLAINT AND CAUSE FOR THE TRIM PIECE.
COMPLAINT: STAPLES ARE SHOWING AND NEED TO BE COVERED
CAUSE NOTHING IS COVERED
AUTHORIZED AS REQUESTED

Labor

Line# 14

Operation Code30-101-01-00-001074

Operational DescriptionInterior Door Jamb, U-Channel, Casing, Frame - Interior/Interior Doors/Replace/No Tread Code

Complaint, Cause, CorrectionOriginal Note : bhoffman@americanrvcenter.com, 2024-05-23 10:53:06 :: Door frame to washer closet on the left has 1000 staples need to fix DOOR FRAME TO WASHER closet on trhe left has 1000 staples needs replaced. Turned in parts request for new door frame.

Model#Dlr Sub Hrs0.20Sub Labor Amt \$34.00

Serial#Appr Hrs0.20Appr Labor Amt \$34.00

Notes

Labor

Line# 15

Operation Code30-102-01-00-001096

Operational DescriptionInterior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code

Complaint, Cause, CorrectionOriginal Note : bhoffman@americanrvcenter.com, 2024-05-23 10:54:21 :: FLAT TRIM NEXT TO REAR DOOR FALLING OFF. FLAT TRIM NEXT TO REAR DOOR FALLING OFF Reattached trim piece on right side of rear door looking out. Filled all staple holes with matching putty.

Model#Dlr Sub Hrs0.20Sub Labor Amt \$34.00

Serial#Appr Hrs0.20Appr Labor Amt \$34.00

Notes

Submitted	Labor Amt	\$518.50	Approved	Labor Amt	\$510.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$518.50		Total	\$510.00

DEALERDATE

CUSTOMERDATE

SIGNATURESIGNATURE

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

All repairs described have been inspected and are satisfactory.