

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1934700
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAEC1RK008018
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	203 / 203
OWNER INFORMATION		ITEM #	BCAT164BHX
LOIS MCGILL		DEALER RO #	73770
19 OAK MEADOW RD		CLAIM START DATE	05/30/2024
Evansville, IN 47725		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/23/2024	WARRANTY EXPIRATION DATE	04/23/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	10-9-01-00-000158	Stabilizer Jack - Bolt On, each - Frame & Chassis/Levelers, Underbelly/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-05-30 11:28:45 :: MORE THE DRIVERS SIDE BOTH REAR STABILIZERS DO NOT APPEAR TO BE INSTALLED PROPERLY PLEASE ADVISE HOW YOU WANT US TO FIX THIS			
Model#	Dlr Sub Hrs	2.00	Sub Labor Amt \$340.00	
Serial#	Appr Hrs	2.00	Appr Labor Amt \$340.00	

Notes

CLAIM INCOMPLETE WILL NEED TO KNOW YOUR CORRECTION. THEY WILL NEED TO HAVE BOLTS AND INSTALLED ON BOTH SIDES. THEY ARE STILL GOING TO BEND SO INSTALLING BOLTS IS NOT GOING TO HELP DEALERSHIP CALLED TO DISCUSS THE REPAIR FOR THIS. HE ADVISED HE WILL NEED TO REPAIR ALL 4 OF THE JACKS AS THEY WERE NOT INSTALLED CORRECTLY. AGREED TO CHANGE AUTH TIME FROM 0.4 HOURS TO 0.8 HOURS PLEASE UPDATE PER PHONE CONVERSATION THE REAR STABILIZER JACKS ARE BENT. THERE ARE 2 L-BRACKETS ON THE INSIDE AND OUTSIDE OF THE FRAME THAT ARE HELD IN PLACE WITH LARGE RIVETS. WARRANTY SUGGEST THAT WE DRILL OUT THE RIVETS. THERE IS NOT A EFFICIENT WAT TO DRILL OUT THESE RIVETS AND MAY DAMAGE THE HOLDING TANK BEHIND IT. ATTEMPTED TO REMOVED RIVETS WITH AIR HAMMER. SERVICE ADVISER CONFIRMED CUTTING THEM OFF AND SECURING THEM WITH BOLTS. Cut off what I could with a grinding wheel and finished removing bolts with a air hammer. Had to weld a metal wire to 2 bolts and feed them behind the frame to reach bolt holes. Secured brackets. Mounted Jack's to both brackets on both side. Parked unit. AUTHORIZED AS REQUESTED

Labor

Line# 2	Operation Code	Operational Description		
	60-141-19-00-001617	Shower Stall - Plumbing/Shower, Tub Surround/Reseal/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-05-30 11:30:33 :: CHECK THE SHOWER CUSTOMER SAYS IT IS LEAKING WHILE IN USE AND IT MIGHT BE FROM THE DRAIN AREA Ran water through drain. Drain fitting was loose but didn't leak during testing, tightened fitting. NOTICED THERE ARE GAPS AROUND FLOOR PAN TRIM. SEALED GAPS WITH SILICONE. LETTING DRY OVERNIGHT. RAN WATER OVER SEALED AREAS. NO LEAKS PRESENT. INSTALLED ACCESS PANEL. REMOVED FROM CITY WATER. PARKED UNIT.			
Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$34.00	
Serial#	Appr Hrs	0.20	Appr Labor Amt \$34.00	

Notes

Submitted	Labor Amt	\$374.00
	Parts & Freight	\$0.00
	Total	\$374.00

Approved	Labor Amt	\$374.00
	Parts & Freight	\$0.00
	Total	\$374.00

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.