

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1940836
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2RMFC6RL016897
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	224 / 224
OWNER INFORMATION		ITEM #	RMT17R
CHARLES E GAST		DEALER RO #	73782
3022 CREEK RIDGE DR		CLAIM START DATE	06/04/2024
New Albany, IN 47150		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	03/07/2024	WARRANTY EXPIRATION DATE	03/07/2025

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	10-1-01-02-000067	Axle Spring U-Bolt, each side - Frame & Chassis/Axles, Suspension/Replace/ Suspension System
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2024-06-04 16:22:27 :: CUSTOMER ADVISES THAT THE DOOR SIDE SEEMS TO BE SETTING LOWER THAN THE OFF DOOR SIDE. CUSTOMER LOOKED UNDER UNIT AND FOUND THAT THE SUSPENSION APPEARS TO BE DAMAGED ON THE DOOR SIDE. INSPECT AND ADVISE. WE NEED TO DETERMINE IF REPAIR WILL BE COVERED BY COACHMEN PLEASE ADVISE ON HOW YOU WANT TO REPAIR	
Model#	Dlr Sub Hrs	Sub Labor Amt
	4.00	\$680.00
Serial#	Appr Hrs	Appr Labor Amt
	1.25	\$212.50

Notes

first I need pictures of the damage and second what caused the damage
you are attached to the email chain
photos are added
still need pictures. I will see what Dexter is going to cover since this is there issue
what pics dont you have i added all the photos that i sent yall and the sheet filled out
Sorry Ben...I will wait for Deter to respond.
thanks
6/5- Sent information from Dexter to LCI.
i need to add a line please revise
VCB
Debra,

After review of the hanger measurement sheet provided, it shows that the hangers are not within spec. Z-1 Z-2 is measuring 2 inches apart. This distance should not be more than 1/8" apart. It also shows that W-1 W-2 is measuring to be 1/2" apart. This distance should not be more than 1/4" apart. Dexter doesn't install the hangers to the trailer so we have no control over this issue.

It also shows that there is one spring showing to be flattened. Flattened springs are not covered under our warranty policy unless a defect is found in the workmanship or materials. We base our decision for warranty consideration on springs based on our inspection and test results of the parts in question since we have no control over how the unit is towed, loaded, serviced or what other conditions the axles or parts may encounter during usage.

We would be willing to provide the customer with one spring w/U-bolts and cover the cost of shipping. We are also willing to assist with covering 1.25 hours labor to replace the spring.

Please provide me with the name, address and phone number to where the parts are to ship. I would recommend that the hanger measurement sheet is provided to the frame manufacture

All repairs described have been inspected and are satisfactory.