

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1989717
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CARB9RU043928
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	103 / 103
OWNER INFORMATION		ITEM #	CAT261BHS-8
PERRY J HENDERSON		DEALER RO #	74145
2433 WHEATON DR		CLAIM START DATE	07/18/2024
Evansville, IN 47725		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	07/18/2024	WARRANTY EXPIRATION DATE	07/18/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	10-673-01-11-003753	Control Box - Frame & Chassis/Leveling System (BAL/Norco)/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2024-07-18 12:07:41 :: THE LEVELING JACKS ARE GOING HAYWIRE AND THE PANEL IS FLASHING **ROBBED FROM 031595 CATALINA - SHOWROOM** Jack broke and control was bad Found the wires was reversed on the control for front and a rear jack. I swapped and found that jack was damaged. The collar broke in jack. I installed jack from show room and the system would still try to retract all jack one at a time even with the touch pad off. So I replaced the control with one from show room. Jacks are working now I set the zero point and unit had level success. Additional Note : bhoffman@americanrvcenter.com, 2024-07-18 12:10:12 :: MY SERVICE TECH HAS BEEN TALKING TO RYAN AT BAL AND THEY WANT THE CONTROL BOX BACK	
Model#	Dlr Sub Hrs	3.50
	Sub Labor Amt	\$595.00
Serial#	Appr Hrs	1.75
	Appr Labor Amt	\$297.50
	Notes	
	(Feedback) In order to review this repair, Forest River will need a copy of the Dealer Acceptance Form, as it has not been uploaded to the VIN from Dealer Connect. Please go to the VIN on Dealer Connect and upload the DAF using the Attach Dealer Acceptance Form button. Once it's been uploaded, add a comment to the repair line and acknowledge the line so we can complete the review process.	
	done	
	PENDING VENDOR REVIEW	
	THANKS Ticket #37451 IS FROM WHEN WE TALKED TO BAL	
	AUTHORIZED PER VENDOR	
	VCB BAL	
	Pre Auth 37533	
	Pre Auth to R&R the leveling control box 1hr; replace coupler .50; swapping touch screen .25 (goodwill)	
	Pre Auth approved time 1.75	
	Part return is required for control box	

Labor

Line# 2	Operation Code	Operational Description
	30-102-08-00-002279	Wall Panel - Interior/Panels, Ceilings, & Interior Moldings/Overlay/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2024-07-18 12:10:28 :: BEHIND FOLD DOWN COUCH THE SEAM TAPE NEEDS REPLACED AND THERE ARE 2 STAPLE MARKS IN THE WALL. Wall Removed seam tape. Stapled wall back. Removed staples and putty.	
Model#	Dlr Sub Hrs	0.25
	Sub Labor Amt	\$42.50

Serial#

Notes

AUTHORIZED AS REQUESTED

Appr Hrs

0.25

Appr Labor Amt

\$42.50

Labor

Line# 3

Operation Code

30-102-08-00-002279

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-07-18 12:12:01 :: WALL PANELS IN BEDROOM UNDER EXIT WINDOW ARE COMING LOOSE Wall Removed blind. Removed seam tape. Stapled back panel. Put seam tape on. Put blind back.

Operational Description

Wall Panel - Interior/Panels, Ceilings, & Interior Moldings/Overlay/No Tread Code

Model#

Dlr Sub Hrs

0.25

Sub Labor Amt

\$42.50

Serial#

Appr Hrs

0.25

Appr Labor Amt

\$42.50

Notes

AUTHORIZED AS REQUESTED

Submitted	Labor Amt	\$680.00	Approved	Labor Amt	\$382.50
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$680.00		Total	\$382.50

DEALER

SIGNATURE

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

DATE

CUSTOMER

SIGNATURE

All repairs described have been inspected and are satisfactory.

DATE