

# FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106  
BASDEN RV CENTER INC  
DBA AMERICAN RV CENTER  
600 E BASELINE ROAD  
EVANSVILLE, IN 47725  
USA

Labor rate: \$170.00  
OWNER INFORMATION

Retail Date of Purchase

CLAIM STATUS Authorized  
CLAIM 2006056  
CLAIM ORIGIN WEB  
ORIGINAL CLAIM ID  
VIN 5ZT2CAUB6SX032624  
CHASSIS VIN  
MILEAGE 0  
SITE/WAREHOUSE 205 / 205  
ITEM # ACAT293TQBCKLE  
DEALER RO # 74378  
CLAIM START DATE 08/01/2024  
CLAIM END DATE 01/01/1900

WARRANTY EXPIRATION DATE

## Claim Line Details

### Labor

Line# 1      Operation Code 20-49-19-00-000588      Operational Description Front Moldings, each - Exterior/Front, Fiberglass Cap, Cab Over/Reseal/No Tread Code  
**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2024-08-01 09:11:20 :: FRONT CAP HAS SEALER Sealer on front cap Found a clear sealer on the front cap on the left side. Used mineral spirits to clean off the sealer.  
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 20-66-15-16-004410      Operational Description Safe T Rail - Exterior/Entry Doors/Repair or Replace/Structure  
**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2024-08-01 09:13:36 :: FRONT HAND RAIL HAS SCRATCHES Scratches on the hand rail Found scratches on the hand rail. Put in po sheet for a new hand rail. NEED TO REPLACE THE ENTRY HANDLE  
Model#      Dlr Sub Hrs 0.75      Sub Labor Amt \$127.50  
Serial#      Appr Hrs 0.50      Appr Labor Amt \$85.00  
Notes  
EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME FOR SIMILAR REPAIRS.

### Labor

Line# 3      Operation Code 20-78-01-00-000801      Operational Description Lippert Awning Outer Arm - Exterior/Awnings (Lippert)/Replace/No Tread Code  
**Complaint, Cause, Correction**  
Original Note : bhoffman@americanrvcenter.com, 2024-08-01 09:15:02 :: FRONT AWNING ARM DOES NOT SUCK IN Awning don't close enough FOUND THE SPRING IS NOT LETTING THE AWNING ARM CLOSE ALL THE WAY NEEDING TO KNOW HOW TO FIX BH ALREADY TALKED TO JOHN ABOUT THE ADJUSTING SCREW AND THAT DIDNT FIX IT  
Model# NA      Dlr Sub Hrs 0.50      Sub Labor Amt \$85.00  
Serial# NA      Appr Hrs 0.50      Appr Labor Amt \$85.00  
Notes  
PENDING VENDOR REVIEW  
CASE # 5184696  
ANY UPDATE YET  
SENT FOLLOW UP REQUEST TO VENDOR  
PENDING REVIEW  
VENDOR HAS REQUESTED ADDITIONAL INFORMATION. PLEASE REPLY ALL WHEN RESPONDING TO THEIR EMAIL

Case Number: 5184696

Hello John Stapleton,  
It looks like we are still missing photos of the staking screws, once this is provided we can move forward.

I SENT PHOTOS IN THE EMAIL CHAIN  
THANK YOU!

PENDING VENDOR REVIEW

AUTHORIZED BY VND

Case Number: 5184696

We have reviewed your request and information provided and Lippert will authorize one new awning arm and .5 hours of labor.

VCB LCI

**Labor**

Line# 4

**Operation Code**

60-141-12-00-001592

**Operational Description**

Tub Surround to Wall, each section - Plumbing/Shower, Tub Surround/Resecure or Tighten/No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2024-08-01 09:16:13 :: SHOWER LEAKS Shower leaks around the bottom where the plastic tub meets the glass and trim. Went testing the shower during the pdi found the shower leaking around bottom. Used silicone to trim around the plastic tub and glass/metal trim. Tested for leaks after shower was silicone. No further leaks.

Model#

Dir Sub Hrs 0.40

Sub Labor Amt \$68.00

Serial#

Appr Hrs 0.20

Appr Labor Amt \$34.00

**Notes**

EXCESSIVE AMOUNT REQUESTED. CHANGED TO 2X FLAT RATE

**Submitted**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$314.50 |
| Parts & Freight | \$0.00   |
| Total           | \$314.50 |

**Approved**

|                 |          |
|-----------------|----------|
| Labor Amt       | \$238.00 |
| Parts & Freight | \$0.00   |
| Total           | \$238.00 |

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.