

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0005106	<b>CLAIM STATUS</b>	Authorized
BASDEN RV CENTER INC		<b>CLAIM</b>	2012345
DBA AMERICAN RV CENTER		<b>CLAIM ORIGIN</b>	WEB
600 E BASELINE ROAD		<b>ORIGINAL CLAIM ID</b>	
EVANSVILLE, IN 47725		<b>VIN</b>	5ZT2CANB8PU041140
USA		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
<b>Labor rate:</b>	\$170.00	<b>SITE/WAREHOUSE</b>	103 / 103
<b>OWNER INFORMATION</b>		<b>ITEM #</b>	CAT243RBSLE
JEFFREY VANDIVER		<b>DEALER RO #</b>	74419
7544 GEORGIA LANE		<b>CLAIM START DATE</b>	08/07/2024
Newburgh, IN 47630		<b>CLAIM END DATE</b>	01/01/1900
USA			
<b>Retail Date of Purchase</b>	08/29/2023	<b>WARRANTY EXPIRATION DATE</b>	08/29/2024

## Claim Line Details

### Labor

<b>Line# 1</b>	<b>Operation Code</b>	<b>Operational Description</b>	
	30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code	
	<b>Complaint, Cause, Correction</b>		
	Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:36:38 :: THE FLOORING ON THE SLIDE ROOM KEEPS COMING LOOSE FROM THE SLIDE ROOM FLOOR. Not enough glue to the edge of the floor When running out the slideroom the flooring would flip upwards when catching on the floor vents. Added glue to the wood floor to hold down the flooring. Took pictures of the process. Ran the slideroom in and out 4 more times to verify the flooring would not flip upwards.		
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>
		0.30	\$51.00
	<b>Serial#</b>	<b>Appr Hrs</b>	<b>Appr Labor Amt</b>
		0.30	\$51.00
	<b>Notes</b>		
	AUTHORIZED AS REQUESTED		

### Labor

<b>Line# 2</b>	<b>Operation Code</b>	<b>Operational Description</b>	
	10-9-01-00-000158	Stabilizer Jack - Bolt On, each - Frame & Chassis/Levelers, Underbelly/Replace/No Tread Code	
	<b>Complaint, Cause, Correction</b>		
	Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:45:36 :: CUSTOMER ADVISES THAT SOME OF THE SCREWS THAT ATTACHES THE STABILIZER JACKS TO THE FRAME HAVE BROKEN. Had 2 broken self tappers Inspected each stab jack, the stab jack on the doorside rear of the camper. Extracted the broken self tappers then bolted in new self tappers. No other screws were broken.		
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>
		0.30	\$51.00
	<b>Serial#</b>	<b>Appr Hrs</b>	<b>Appr Labor Amt</b>
		0.20	\$34.00
	<b>Notes</b>		
	EXCESSIVE AMOUNT REQUESTED.		
	CHANGED TO FLAT RATE		

### Labor

<b>Line# 3</b>	<b>Operation Code</b>	<b>Operational Description</b>	
	20-69-02-17-000708	Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/Adjust/Latch	
	<b>Complaint, Cause, Correction</b>		
	Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:47:25 :: THE LOCK ON THE DOOR SIDE STORAGE COMPARTMENT IS HARD TO TURN Latch bar Inspected the compartment door by locking and unlocking the key cylinder. Found the latch bar was to close and making it difficult to turn with the key. Unscrewed the latch bar from the key cylinder. Bent the latch bar till the key cylinder wasn't difficult to turn. Now the key cylinder is easier to turn but the door still closes firmly.		
	<b>Model#</b>	<b>Dlr Sub Hrs</b>	<b>Sub Labor Amt</b>
		0.20	\$34.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

Labor

Line# 4

Operation Code 60-138-01-00-001521 Operational Description Termination Valve - 3" or 1.5" (Read Notes!!!) - Plumbing/Drainage System/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:48:09 :: THE GREY TANK VALVE IS NOT CLOSING ALL OF THE WAY. Cutout from the tank Connected the sewer hose to the dump valve the opened up the grey tank valve. After the tank was dry removed the sewerhose, looked inside of the grey valve and found an obstruction. The obstruction was a piece of the tank when it was cut from the factory. Pulled out the piece of plastic and took pictures. Now the grey valve closes.

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 20-58-01-00-000608 Operational Description Metal - Aluminum Siding, each sheet - Exterior/Metal, Aluminum Siding/Replace/ No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:50:12 :: CUSTOMER ADVISES THAT THE CLEAR COTE OR WRAP IS PEELING LOOSE THE THE BOTTOM OF EACH PANEL. Inspected the metal siding and got with warranty department, waiting for a response. NEED TO REPLACE THE METAL

Model# Dlr Sub Hrs 30.00 Sub Labor Amt \$5,100.00

Serial# Appr Hrs 30.00 Appr Labor Amt \$5,100.00

Notes

PENDING VENDOR REVIEW AUTHORIZED PER VENDOR VCB FOREMOST PER NICK LENGERICH

This claim is approved but we will need a sample back of the metal before we can issue credit for this claim.

Thank you,

Nick Lengerich Sales Representative

Labor

Line# 6

Operation Code 10-13-15-00-000212 Operational Description Slide Out Roof - Frame & Chassis/Slide Out System/Repair or Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-08-07 08:52:30 :: CUSTOMER ADVISES THAT THERE ARE BUBBLES ON THE TOP OF THE SLIDE ROOM. THIS IS MOST NOTICABLE ON THE EDGE OF THE ROOM. Took pictures for warranty WHAT ARE THE PROPER WAY 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

CAN YOU CIRCLE THE LOCATIONS OF CONCERN TO CONFIRM WHERE THE BUBBLES ARE LOCATED.

please review the pdf file of the circle areas THIS APPEARS AS IF THE ETERNABOND TAPE NEEDS REPLACED. OK WE WOULD LIKE TO REPLACE THE TAPE AUTHORIZED AS REQUESTED.

Labor

Line# 7

Operation Code Operational Description

20-58-01-00-000608

Metal - Aluminum Siding, each sheet - Exterior/Metal, Aluminum Siding/Replace/  
No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2024-08-07 13:30:36 :: DOOR SIDE METAL IS PEELING ALL OF THE LIGHTER SILVER FOUND THE METAL IS PEELING AND NEEDS REPLACED NEED TO REPLACE THE METAL ON THE DOOR SIDE

<b>Model#</b>	<b>Dir Sub Hrs</b>	30.00	<b>Sub Labor Amt</b>	\$5,100.00
<b>Serial#</b>	<b>Appr Hrs</b>	30.00	<b>Appr Labor Amt</b>	\$5,100.00

**Notes**

PENDING VENDOR REVIEW  
AUTHORIZED PER VENDOR  
VCB FOREMOST PER NICK LENGERICH

This is approved as well but we will still need a sample back for the claim before we can issue credit.

Thank you,

Nick Lengerich  
Sales Representative

<b>Submitted</b>	Labor Amt	\$10,727.00	<b>Approved</b>	Labor Amt	\$10,710.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$10,727.00		Total	\$10,710.00

\_\_\_\_\_  
**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.