

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

DAISY J RAMIREZ
 3302 HARDWOOD FOREST DR
 Louisville, KY 40214
 USA

CLAIM STATUS Authorized
 CLAIM 2065893
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2FEVB9RW028659
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 320 / 320
 ITEM # FET298FDS-320
 DEALER RO # 74772
 CLAIM START DATE 09/20/2024
 CLAIM END DATE 01/01/1900

Retail Date of Purchase 05/17/2024 WARRANTY EXPIRATION DATE 05/17/2025

Claim Line Details

Labor

Line# 1 Operation Code Operational Description
 70-699-01-11-001989 Module/Control Board - Appliances/Water Heater - Tankless (Fogatti)/Replace/
 Electrical
 Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2024-09-20 10:07:09 :: WATER HEATER NOT WORKING.
 KEEPS GIVING A CODE Case #5319981 LIPPERT SAYS IT WOULD BE A BOARD NEED TO REPLACE THE BOARD
 Model# Fwh09afa-am Dlr Sub Hrs 0.30 Sub Labor Amt \$51.00
 Serial# 10001644570122300425 Appr Hrs 0.00 Appr Labor Amt \$0.00
 Notes
 this unit was built with a standard dometic water heater, not a tankless water heater; tankless
 water heater not installed by Coachmen for this unit

Labor

Line# 2 Operation Code Operational Description
 70-671-01-00-001464 Inside Shroud - Appliances/Roof AC (GE)/Replace/No Tread Code
 Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2024-09-20 10:08:44 :: THE A/C PLENIUM IS CRACKING
 FOUND THE PLENIUM CRACKED REPLACE WITH NEW
 Model# RAREC3A2 Dlr Sub Hrs 0.30 Sub Labor Amt \$51.00
 Serial# DV313012R Appr Hrs 0.30 Appr Labor Amt \$51.00
 Notes
 All information has been sent to the vendor for their review and authorization. Please do not reply
 to this as we will update the claim accordingly once we hear back from the vendor.
 sent e-mail to bhoffman@americanrvcenter.com - vendor is asking for the correct data tag photo
 - on the e-mail is an attached example of where the data tag is located
 PHOTO ADDED
 new photo has been given to the vendor for their review
 vendor sent dealer a photo of the A/C filter and cover and asked "Please advise if the below part
 is what you are needing."
 Have you replied to the vendor, confirming oir not confirming if that is what needs replaced?
 YES I REPLIED
 dealer sent vendor a response
 dealer responded to vendor:
 ""we have already installed it part number
 RARED1A electronic ducted ceiling assembly
 PLEASE DO NOT SEND ONE WE HAD ONE IT STOCK

BEN HOFFMAN
WARRANTY/SERVICE""

need to wait to see what the vendor's responds is

sent inquiry to vendor about next step since dealer already replaced the part

Submitted			Approved		
	Labor Amt	\$102.00		Labor Amt	\$51.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$102.00		Total	\$51.00

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.	