

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b> 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA  <b>Labor rate:</b> \$170.00  <b>OWNER INFORMATION</b>  ROBERT A WOODASON  3507 E EVANS AVE Terre Haute, IN 47805 USA  <b>Retail Date of Purchase</b> 09/20/2024	<b>CLAIM STATUS</b> Authorized <b>CLAIM</b> 2114515 <b>CLAIM ORIGIN</b> WEB <b>ORIGINAL CLAIM ID</b> <b>VIN</b> 5ZT2CARB1RN300378 <b>CHASSIS VIN</b> <b>MILEAGE</b> 0 <b>SITE/WAREHOUSE</b> 300 / 300 <b>ITEM #</b> CAT263BHCKLE-300 <b>DEALER RO #</b> 75299 <b>CLAIM START DATE</b> 11/06/2024 <b>CLAIM END DATE</b> 01/01/1900  <b>WARRANTY EXPIRATION DATE</b> 09/20/2025
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## Claim Line Details

Line#	Operation Code	Operational Description	
1	10-13-02-00-000211	Slide Out Room - Frame & Chassis/Slide Out System/Adjust/No Tread Code	
	<b>Complaint, Cause, Correction</b>		
	Original Note : bhoffman@americanrvcenter.com, 2024-11-06 10:36:33 :: THE WIPER SEALS ARE NOT FLIPPING ON THE FRONT AND THE TOP OF THE SLIDE ROOM. CUSTOMER THINKS THAT THE SLIDE ROOM IS NOT IN THE MIDDLE OF THE HOLE AND MAY BE OUT OF ADJUSTMENT. NOTE: The wiper seals aren't flipping back and forth because the room is out of square and is not putting enough pressure on the seal on the top. The front seals are so tight that the outside wiper seal is stuck in between thw inaide seal. Pulled seal out. Loosened bolts on slide room.Adjusted the rear arm to pull the room back away from the front and move both brackets towards the front. Tightened bolts. Ran room in and out. Room pulled away from the front but is now pushing on the bottom rear of the slide room. Tried adjusting the room again to split the difference and now the seals aren't wanting to flip on the front again. Need to contact warranty for instructions. PLEASE ADVISE ON HOW YOU WANT TO FIX THIS		
<b>Model#</b>	<b>Dir Sub Hrs</b>	2.50	<b>Sub Labor Amt</b> \$425.00
<b>Serial#</b>	<b>Appr Hrs</b>	2.50	<b>Appr Labor Amt</b> \$425.00
	<b>Notes</b>		
	IN REVIEW PER PLANT MANAGER "It's definitely an adjustment issue. He might have to adjust the up & down also slightly to get it to sit correctly. Most times it's small adjustments here & there to get it right." WE HAVE CLOSE TO 2 HRS ALREADY ADJUSTING THE SLIDEROOM PLEASE UPDATE PER PHONE CONVERSATION IS THERE AN UPDATE ON THIS? we measured the room and didnt see anything too out and adjusted the room some more and all seals are flipping in and out as they should AUTHORIZED AS REQUESTED		

Line#	Operation Code	Operational Description	
2	70-148-24-00-001705	Speaker Wiring - Appliances/Radio/Repair/No Tread Code	
	<b>Complaint, Cause, Correction</b>		
	Original Note : bhoffman@americanrvcenter.com, 2024-11-06 10:37:04 :: CUSTOMER ADVISES THAT ONE OF THE INSIDE SPEAKERS IS ON A AND ONE IS ON B. ONE OF THE OUTSIDE SPEAKERS IS ON A AND ONE IS ON B AS WELL Radio speakers are not hooked up correctly. Removed cover plate. Removed stereo from cut out. Located wires and inspected. Both outdoor speakers have their negative wires crossed. Out door left and indoor left speaker were swapped. Cut off wire ends and removed insulation to create better contact. Secured wires. Tested radio. A and b sides are now separated. Installed radio and cleaned up wire.		
<b>Model#</b>	<b>Dir Sub Hrs</b>	0.90	<b>Sub Labor Amt</b> \$153.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.50	<b>Appr Labor Amt</b> \$85.00

