

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2143244
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAUB1RX032413
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	205 / 205
OWNER INFORMATION		ITEM #	ACAT293QBCKLE
ERIN ROBINSON		DEALER RO #	75641
10283 PERRY BLVD		CLAIM START DATE	12/06/2024
Sumner, IL 62466		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	10/25/2024	WARRANTY EXPIRATION DATE	10/25/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	20-44-19-00-000553	Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-12-06 14:19:35 :: CUSTOMER ADVISES THAT THERE IS A SPOT IN THE SEALER ON THE DOOR SIDE WHERE THE NOSE CAP MEETS THE RUBBER MEMBRANE THAT LOOKS LIKE IT IS NOT SEALED PROPERLY. NOTE: THIS UNIT HAS BEEN WINTERIZED PER CUSTOMER. Sealer had shrunk Found the spot were the sealer was not covering. Removed the sealer then applied new sealer to the area.			
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	Operational Description		
	60-136-15-00-001499	Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-12-06 14:26:31 :: CUSTOMER ADVISES THAT UNIT HAS BEEN LEAKING UNDER THE KITCHEN SINK. CUSTOMER CAN SEE STAINS WHERE IT HAS BEEN LEAKING Pink antifreeze stains on the linoleum from previous winterizing Dewinterize the camper on other job line and winterized. Filled the fresh tank 1/3 full then turned the water pump on and let the kitchen sink fill. Inspected the water lines while filling the sink. found line to faucet leaking , the only type of water stains was dried pink antifreeze on the floor. Got with service writer to contact the customer about a more detailed area of were the leak had happened. Customer had explained it was near the water heater and water pump on the floor. After hearing what the customer had said, there was no leaks. Only dried antifreeze stains on the flooring.			
Model#	Dlr Sub Hrs	0.80	Sub Labor Amt	\$136.00
Serial#	Appr Hrs	0.80	Appr Labor Amt	\$136.00
	Notes			
	AUTHORIZED AS REQUESTED			

Labor

Line# 3	Operation Code	Operational Description		
	10-13-02-00-000211	Slide Out Room - Frame & Chassis/Slide Out System/Adjust/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-12-06 14:27:58 :: CUSTOMER UNSURE IF SLIDE ROOM IS ADJUSTED PROPERLY. THIS IS MOST NOTICABLE WHEN THE ROOM IS ALL THE WAY OUT. Loose hardware Ran the slideroom out checked all measurements and checked the measurements with the slideroom in. Checked all bolts for alignment were it was marked from factory. Did find a bolt loose on the rear track arm. Had to align the track mounts were they use to set then tightened. Adjusted the worm gear to pull and push the slideroom till it sealed.			

Model#

Serial#

Dlr Sub Hrs

Appr Hrs

2.50

1.50

Sub Labor Amt \$425.00

Appr Labor Amt \$255.00

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO 3X FLAT RATE

THE REQUESTED REPAIR CAN BE COMPLETED IN THE TIME ALLOTTED

Labor

Line# 4

Operation Code

40-197-01-11-001325

Operational Description

30 or 50 Amp Shore Power Inlet - Electrical/110 Volt Exterior/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-06 14:35:18 :: CUSTOMER ADVISES THAT THE CAP OVER THE SHORE POWER PORT FLIPS UP WHILE CUSTOMER IS DRIVING DOWN THE ROAD. Butyl tape being an obstruction Cleaned off the butyl tape then inspected for other obstructions. Plugged cover needs a firm push for a secure fit. Cleaned off the butyl tape then inspected for other obstructions. Plugged cover needs a firm push for a secure fit.

Model#

Serial#

Dlr Sub Hrs

Appr Hrs

0.30

0.30

Sub Labor Amt \$51.00

Appr Labor Amt \$51.00

Notes

Labor

Line# 5

Operation Code

40-106-24-11-001253

Operational Description

Exterior 12 Volt Wiring - Electrical/12 Volt Exterior/Repair/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-06 14:37:03 :: THE LEFT REAR TAIL LAMP ILLUMINATES WHEN UNIT IS HOOKED TO SHORE POWER. THE LIGHT IS NOT VERY BRIGHT, BUT IT DOES COME ON. Lockout on the touch pad control Plugged in the shore power then tested the left taillight. Taillight didn't light up when shore power was plugged in. Did further research and found that when the brake light is lit things such as the slideroom, awning will not function do to the lockout. To test the lockout ,put volt meter to the lockout then activated the brake light. When the brake light was lit the lockout wire had 13.6 volts. Disconnected the lockout wire to resolve the brake light from being lit, because of the lockout wire was back feeding power to the brake light and causing this issue.

Model#

Serial#

Dlr Sub Hrs

Appr Hrs

0.70

0.70

Sub Labor Amt \$119.00

Appr Labor Amt \$119.00

Notes

AUTHORIZED AS REQUESTED

Submitted

Labor Amt

Parts & Freight

Total

\$765.00

\$0.00

\$765.00

Approved

Labor Amt

Parts & Freight

Total

\$595.00

\$0.00

\$595.00

DEALER

SIGNATURE

DATE

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

CUSTOMER

SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.