

# FOREST RIVER WARRANTY CLAIM FORM

|                           |            |                          |                   |
|---------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #          | 0005106    | CLAIM STATUS             | Authorized        |
| BASDEN RV CENTER INC      |            | CLAIM                    | 2149454           |
| DBA AMERICAN RV CENTER    |            | CLAIM ORIGIN             | WEB               |
| 600 E BASELINE ROAD       |            | ORIGINAL CLAIM ID        |                   |
| EVANSVILLE, IN 47725      |            | VIN                      | 5NHTC7624RC113092 |
| USA                       |            | CHASSIS VIN              |                   |
|                           |            | MILEAGE                  | 0                 |
| Labor rate:               | \$170.00   | SITE/WAREHOUSE           | 073 / 073F        |
| OWNER INFORMATION         |            | ITEM #                   | CKT16ML-73        |
| BRANDON CARDINAL          |            | DEALER RO #              | 75690             |
| 830 GOLDEN CANE DR        |            | CLAIM START DATE         | 12/13/2024        |
| Fort Lauderdale, FL 33327 |            | CLAIM END DATE           | 01/01/1900        |
| USA                       |            |                          |                   |
| Retail Date of Purchase   | 07/08/2024 | WARRANTY EXPIRATION DATE | 07/08/2025        |

## Claim Line Details

### Labor

| Line# 1 | Operation Code      | Operational Description                                 |
|---------|---------------------|---------------------------------------------------------|
|         | 30-103-24-16-001130 | Sub-Floor or Floor - Interior/Flooring/Repair/Structure |

#### Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-13 09:08:22 :: The customer experienced a leak from the dishwasher, which caused water to seep onto the floor and damage it. I spent one hour pulling back the linoleum to investigate the issue and take pictures. There is noticeable water damage to the subfloor. I cut along the edge of the linoleum and unscrewed the base trim. After that, I carefully pulled back the linoleum and documented the damage to the floor, including any water stains. We will need to pull up the linoleum in order to replace the damaged subfloor. The water damage is significant, and it's crucial to address this issue properly to prevent further complications. Once we lift the linoleum, we can assess the extent of the damage to the subfloor and proceed with the necessary repairs. Let's make sure we have the right tools and materials ready to ensure a smooth process.

|         |             |       |                           |
|---------|-------------|-------|---------------------------|
| Model#  | Dlr Sub Hrs | 40.00 | Sub Labor Amt \$6,800.00  |
| Serial# | Appr Hrs    | 8.00  | Appr Labor Amt \$1,360.00 |

#### Notes

Please give a break down of the time for review  
hoe this helps this is with us just guessing  
good morning  
Sorry suzy has been off for surgery and will be back on Monday.  
THE 30TH OR THE 6TH  
You can place a transition strip at the bathroom.  
We do not glue the lino down  
1.0 R/I refer  
.5 To R/I wash combo  
.5 klitz the floor in affected area  
4 hours to replace lino

ok we can start and see how it goes and let you know we are at 8 hrs  
Dealer has requested more time than what is normally approved for this repair. If you have additional information or need more time as the repair progresses, please contact me directly to discuss and I can continue to review it.

### Labor

| Line# 2 | Operation Code     | Operational Description                               |
|---------|--------------------|-------------------------------------------------------|
|         | 30-99-24-00-001015 | Mini-Blind - Interior/Soft Goods/Repair/No Tread Code |

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2024-12-13 09:15:24 :: The zebra blind located on the far left side of the window is not functioning properly. Specifically, it fails to retract as expected. Upon inspection, I noticed that the blind valance was positioned on top of the blind, which was likely the reason for the retracting issue. After taking a picture of the blind for reference, I attempted to test its mechanism, but it still wouldn't retract. I then unscrewed the blind valance from its mounting above the blind. With this adjustment, I tested the blind once more, and to my relief, it began to function correctly. The presence of the valance had been obstructing the blind's movement when I tried to push it upward. Interestingly, when I attempted to pull the blind down, it offered considerable resistance compared to the other blinds in the room, indicating that it was still not operating as smoothly as it should. Overall, removing the valance resolved the primary issue, but further adjustments may be needed to ensure full functionality.

|         |             |      |                |         |
|---------|-------------|------|----------------|---------|
| Model#  | Dlr Sub Hrs | 0.25 | Sub Labor Amt  | \$42.50 |
| Serial# | Appr Hrs    | 0.20 | Appr Labor Amt | \$34.00 |

Notes

**Labor  
Line# 3**

|                     |                                                                       |
|---------------------|-----------------------------------------------------------------------|
| Operation Code      | Operational Description                                               |
| 40-196-01-11-001274 | Single Pancake Light - Electrical/12 Volt Interior/Replace/Electrical |

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2024-12-13 09:18:32 :: The light in the shower is not working. I pressed the button for the light, but nothing happened; there was no clicking sound. I also pressed the button for the fan, and that worked, but the light button remains unresponsive. The light needs to be replaced.  
Additional Note : bhoffman@americanrvcenter.com, 2024-12-13 09:21:00 :: CANT FINE THE RIGHT CODE

|         |             |      |                |         |
|---------|-------------|------|----------------|---------|
| Model#  | Dlr Sub Hrs | 0.50 | Sub Labor Amt  | \$85.00 |
| Serial# | Appr Hrs    | 0.20 | Appr Labor Amt | \$34.00 |

Notes

Pictures are required  
PHOTOS ADDED  
Authorized as Requested.

**Labor  
Line# 4**

|                     |                                                                          |
|---------------------|--------------------------------------------------------------------------|
| 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, 2024-12-13 09:22:04 :: **\*\*Dishwasher Not Working\*\*** **\*\*Issue:** No Water Supply**\*\*** Bill had shut off the water to the dishwasher due to a leak. Upon inspection, it was discovered that the factory had used the wrong size hose. The T-valve at the wall and the blue valve behind the dishwasher both have a half-inch diameter, but the hose connecting these two valves was too large, which caused the leak. After addressing the issue, the dishwasher was run through a full cycle without any problems.

|         |             |      |                |          |
|---------|-------------|------|----------------|----------|
| Model#  | Dlr Sub Hrs | 0.90 | Sub Labor Amt  | \$153.00 |
| Serial# | Appr Hrs    | 0.90 | Appr Labor Amt | \$153.00 |

Notes

|           |                 |            |          |                 |            |
|-----------|-----------------|------------|----------|-----------------|------------|
| Submitted | Labor Amt       | \$7,080.50 | Approved | Labor Amt       | \$1,581.00 |
|           | Parts & Freight | \$0.00     |          | Parts & Freight | \$0.00     |
|           | Total           | \$7,080.50 |          | Total           | \$1,581.00 |

|           |      |
|-----------|------|
| 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.