

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2216917
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TWDE27SA281296
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	027 / 027B
OWNER INFORMATION		ITEM #	WDT29BDB
MEGAN HOPF		DEALER RO #	76013
2412 S 650 W		CLAIM START DATE	03/03/2025
Huntingburg, IN 47542		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	12/17/2024	WARRANTY EXPIRATION DATE	12/17/2025

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-187-01-11-002230	Coleman RVP Wall Thermostat - Appliances/Roof AC (Coleman-RVP)/Replace/ Electrical
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2025-03-03 11:03:26 :: The customer reported that he could turn on the furnace, and the fan would activate, but it would attempt to ignite without success. He had a technician from Harley Walker come out to perform repairs, but nothing improved, and the furnace still did not function. The customer then had a technician from Owensboro RV inspect the unit, but they were also unable to get it working. Harley returned to examine the furnace again and ultimately advised against reinstalling it due to concerns about a potential explosion. Furnace had been removed from the unit. I had to fix the wiring on the furnace. After I repaired the wiring I continued to test the furnace on our test bench. The furnace is working the way it should outside the unit. I straightened the furnace housing and reinstalled it afterwards. I rewired the furnace so that it functioned the way it should from factory. I found that the furnace would not stay lit. I checked the LP and found it to be too high. I adjusted the LP and tested the unit again. At this point, the furnace is still acting up. I installed a T-connection on the LP line at the furnace. I checked to see if the line was dropping pressure. The LP line was holding pressure when it was trying to run. So I checked the 12 volt coming from the thermostat and found that the thermostat was slowly dropping voltage on the trigger wire to turn on the furnace. I tried moving the trigger wire to the 2nd thermostat and it did the same thing. The trigger wire drops voltage and then comes back up to 12 volt and drops again. It will do this non-stop. I bypass the thermostat and the furnace would run with no problem. I installed a spare thermostat and the furnace started working as it should. It needs both thermostats replaced.		

Model# NA	Dlr Sub Hrs	4.50	Sub Labor Amt \$832.50
Serial# NA	Appr Hrs	2.00	Appr Labor Amt \$370.00

Notes

NEED PICTURE OF THE DATA LABEL ON THE FURNACE
that photo added
AUTHORIZED
EXCESSIVE TIME REQUESTED

Labor

Line# 2	Operation Code 20-78-01-00-000808	Operational Description Lippert Awning Torsion Spring Assembly - Exterior/Awnings (Lippert)/Replace/ No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-03-03 11:09:21 :: CUSTOMER ADVISES THAT THE REAR ARM ON THE AWNING IS ALMOST DISCONNECTED TO THE ROLLER TUBE. Inspect the rear awning arm. It was discovered that the idler for the rear awning arm needs to be replaced. Opened the awning, removed the old rear arm, installed a new arm, and ensured it worked properly.		
Model#	V000436377	Dlr Sub Hrs 1.00 Sub Labor Amt \$185.00

Notes
UPDATED VENDOR EMAIL CHAIN

VENDOR HAD REQUESTED A SHORT VIDEO TO SHOW THE CONCERN BETTER FROM THE PREVIOUS DEALERSHIP DOING THE REPAIRS.
video sent
VENDOR HAS DENIED THIS, CAN YOU ASK THE CUSTOMER WHEN THIS HAPPENED.
just called the customer and found that they didn't give the customer a walk though and he got the camper home and ran the awning out and found it was walking
WILL HAVE THE UNIT REP REVIEW
ok so why am i still waiting for
AUTHORIZED
EXCESSIVE TIME REQUESTED

Labor
Line# 3

Operation Code	Operational Description
30-102-01-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-03-03 11:11:22 :: CUSTOMER ADVISES THAT THE WOOD TRIM UNDER THE REFRIGERATOR HAS CAME LOOSE. Checked the wood trim under the fridge The style under the fridge needs replaced REMOVE THE WOOD STYLE AND REPLACE WITH NEW Additional Note : bhoffman@americanrvcenter.com, 2025-03-03 11:13:04 :: WILL HAVE TO REMOVE THE FRIDGE AND TAKE APART THE CABINET TO INSTALL NEW

Model#	Dlr Sub Hrs	0.40	Sub Labor Amt \$74.00
Serial#	Appr Hrs	0.40	Appr Labor Amt \$74.00

Notes
AUTHORIZED AS REQUESTED

Labor
Line# 4

Operation Code	Operational Description
30-92-01-00-002698	Wall Mirror - Interior/Interior Miscellaneous/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-03-03 11:15:39 :: CUSTOMER ADVISES THAT THE BATHROOM WITH THE SHOWER IS MISSING A MIRROR. Look into missing mirror Checked full bath, and no mirror has ever been installed. WILL HAVE TO INSTALL A NEW MIRROR AND MAKE SURE IT ALL IS GOOD

Model#	Dlr Sub Hrs	4.00	Sub Labor Amt \$740.00
Serial#	Appr Hrs	3.00	Appr Labor Amt \$555.00

Notes
AUTHORIZED
EXCESSIVE TIME REQUESTED
Placed in feedback per dealer request to edit submitted time.
Checked full bath, and no mirror has ever been installed.
I marked the wall at the point where the wiring for the mirror back light should be. I cut a small hole to look for the wiring. I did not see the wiring in the wall. I removed the light over the sink. I found that the wiring was run back to the corner of the wall. I could not see I the ceiling where the wire was going. I opened up the hole I had on the wall to extend past the wall stud. I checked the other side of the stud. I was still unable to find the wiring. I went to the other side of the wall so that I could open the wall up and drill a hole to run a wire for the backlight. I removed the power outlet to see if the wiring was left in the ceiling over the wall. I did not see or feel the wiring. I removed the sliding door and trim on both sides of the door track. I removed the corner trim on the wall. I started pulling the paneling away from the corner. I looked in the wall and I did not see any wiring. I pulled the paneling away from the corner on the hallway side and found that the wiring for the mirror was installed in the wrong wall. I pulled the wiring out of the hallway wall so that i could feed it to the wall behind the mirror. With the wall open, I drilled a hole inside the wall to the ceiling. I could not feed the wire from the light to the hole I drilled. The ceiling ductwork was in the way. I had to remove the light at the seam of the ceiling in the hallway and pull down the ceiling panel. I was able to run a fish wire from the hole I drilled to the hallway ceiling panel that I opened. From there I was able to feed a fish wire over to the light. At that point I was able to pull the mirror wiring from the light over the sink to the hallway ceiling area I opened and then down to the hole i made behind the were the mirror will be mounted. Now that I have the wire in the right place, I started putting the walls back together. I started by staping the

ceiling panel back in place and reinstalling the light. I stapled the wall panels back in place and put the corner trim back on. I filled the staples. I reinstalled the sliding door and the trim around the door track. I reinstalled the power outlet on the ceiling. Now I was able to wire up the mirror and screw it in place. After installing the mirror, I had to clean up the mess from all of the work done.

NEW NOTES THANK YOU

WILL HAVE UNIT REP REVIEW NEW NOTES FROM FEEDBACK.

EXCESSIVE AMOUNT REQUESTED

Labor

Line# 5

Operation Code

10-9-15-00-000168

Operational Description

Polymax Underbelly - Frame & Chassis/Levelers, Underbelly/Repair or Replace/
No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-03-03 11:16:38 :: CUSTOMER ADVISES THAT IT LOOKS LIKE THE UNDERBELLY HAS BEEN PATCHED WITH DUCT TAPE ON THE DOOR SIDE NEAR THE GRILL. Look at tape under side of camper behind the j-wrap Looks like someone ran something to the rear of the camp down the side. It has lots of spots down the side behind the j-wrap that has been patched. The rear corner even has a board with tape over it. Additional Note : bhoffman@americanrvcenter.com, 2025-03-03 11:17:17 :: PLEASE ADVISE ON HOW YOU WOULD LIKE US TO FIX THIS

Model#

Dir Sub Hrs

10.00

Sub Labor Amt \$1,850.00

Serial#

Appr Hrs

0.00

Appr Labor Amt \$0.00

Notes

THIS IS NOT DUCT TAPE.

I DO NOT SEE ANY CONCERN FOR ANY REPAIRS AT THIS TIME.

they were told it was one piece and its cut

THERE WAS AN UNDERBELLY REPAIR DONE ON PRIOR CLAIM AT OWENSBORO RV.

ok thank you is there any thing you want me to do

NO, NO ISSUES FOUND

CAN KEEP THIS NOTED ON THE UNIT FILE

Submitted

Labor Amt

\$3,681.50

Parts & Freight

\$0.00

Total

\$3,681.50

Approved

Labor Amt

\$1,128.50

Parts & Freight

\$0.00

Total

\$1,128.50

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.