

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2234625
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEXB3RW029819
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
Labor rate:	\$185.00	ITEM #	FET320BHDS-320
OWNER INFORMATION		DEALER RO #	76222
BROCK M SIEVERS		CLAIM START DATE	03/19/2025
980 E TAFTOWN RD		CLAIM END DATE	01/01/1900
Princeton, IN 47670			
USA			
Retail Date of Purchase	06/04/2024	WARRANTY EXPIRATION DATE	06/04/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	20-69-01-00-000706	Compartment Door - Exterior/Compartment Doors/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:45:25 :: THE GAS SHOCKS ON THE OUTDOOR KITCHEN DOOR ARE NOT SECURED PROPERLY.Cabinet door marked with blue tape is damaged Damaged cabinet door from shock and outdoor kitchen door isn't strong enough to hold the shocks Went to open the outdoor kitchen door and found the shock into the cabinet door. Put in po for new cabinet door. The shocks are giving into the outdoor kitchen door. Tried to close the door and it pops off the shocks. Put in po for new outdoor kitchen door and decals and a cabinet door .	

Model#	Dlr Sub Hrs	2.50	Sub Labor Amt	\$462.50
Serial#	Appr Hrs	1.50	Appr Labor Amt	\$277.50

Notes

need photo of the DATA sticker on the inside of the door
there is no sticker on the door
All information has been sent to the vendor for their review and authorization. We will update the claim accordingly once we hear back from the vendor.
please let david know that lci replied to his email
trying to get part number from bill of materials and parts department so I can give it to the vendor
finally found the right vendor and the right part number; It is an Invign compartment door = Invign part number for that door is 10396. Coachmen part number is F100520393.; I have sent this to the vendor to get their authorization. I will update the claim when I hear from them - thanks!
any update on this
vendor just sent an acknowledgement at 8:56 this morning that they got my request for authorization and they are reviewing it.
SO DO WE HAVE A 48 HR WINDOW OR 72 OR WHAT
R&R cabinet door; R&R exterior kitchen cabinet door with decals; Lack of response from Invign, the vendor; VCB
Please order the door, hinges, handles, glass if applicable, separately. Even though the labor code (30-100-01-00-001036) states pre-assembled doors, each individual part of the door must be ordered separately on the parts order. This way you get a complete door and all you have to do is hang it/them! When ordering you MUST tell them you want this to be "pre-assembled". Please use labor repair code 30-100-01-00-001036 = 0.20 hour. This way the door should come all ready to install.

Labor

Line# 2	Operation Code	Operational Description
	10-11-01-00-000205	Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:50:23 :: THERE IS SOME RUBBER THAT IS COMING OFF OF THE SLIDES. CUSTOMER DOES NOT KNOW WHERE IT CAME FROM on the counter Flap seal under the big slideroom and is pushed to tight against the floor causing it to rip. Checked the sliderooms while they were in but didn't find any flap seal missing. Ran the sliderooms out then checked tops,sides, and the bottom. Found the big slideroom to be missing chunks of flap seal on the bottom side of the slideroom floor. Took pictures and put in po for a new flap seal.

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$277.50
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$185.00

Notes

adj. excessive time; R&R bottom slide room seal 10-11-01-00-000205

**Labor
Line# 3**

Operation Code	Operational Description
30-102-12-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:51:26 :: INTERIOR TRIM PIECES ON THE REAR SLIDE ROOM ARE COMING OFF. ON THE BUNK HOUSE Trim was falling off the bunk slideroom Took pictures of the trim falling off. Got the Brad nails gun then popped Brad nails inti the trim to hold to the wall. Used drywall putty to fill the holes from the Brad nailer.

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$18.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$18.50

Notes**Labor
Line# 4**

Operation Code	Operational Description
60-141-12-00-001592	Tub Surround to Wall, each section - Plumbing/Shower, Tub Surround/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:52:27 :: CUSTOMER ADVISES THAT WATER RUNS OUT OF THE SHOWER WHEN IT IS IN USE AT THE SHOWER AND THE WALL . CUSTOMER BELIEVES THAT IT IS LEAKING OVER THE TRACK.IT WILL LEAK WHEN NO ONE IS IN THERE CUSTOMER HAS TRIED TO MAKE UNIT UNLEVEL AND TRY BUT IT STILL LEAKS Shower glass not sealed and found shower roller wheel broken Turned the shower on then sprayed the all around in the shower. Noticed when the water hits the glass, water was pouring out of the bottom of the glass. Put a straw on the tube off silicone to reach between the shower glass and the interior wall. When trying to silicone around the left sliding door noticed the shower roller wheel was sitting in the shower pan. After silicone the shower glass sprayed water again till there was no,leaks. Put in po for a new shower wheel.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$185.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$92.50

Notes

adj.excessive time; reseal glass shower enclosure - see repair code 60-141-19-00-001611; R&R shower door roller - see repair code 60-141-01-00-003750; additional time above flat rate has been given for this repair line

**Labor
Line# 5**

Operation Code	Operational Description
30-99-01-00-001012	Mini-Blind - Interior/Soft Goods/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:54:17 :: THE BLIND NEXT TO THE DINNETTE TABLE YOU CAN PULL IT DOWN AND IT HAS A HARD TIME RELEASING TO MAKE IT GO BACK UP Valance fabric catching the fabric blind and blind fabric was cut crooked allowing the fabric to binding up on one end of the blind tube Inspected the blind when pulling it down then allowing the blind to go back up. Noticed the extra fabric from the blind valance to be catching the blind fabric, like velcro. Unscrewed the blind valance then stapled the extra fabric so the blind would clear. With the valance off Inspected the blind and noticed it was winding up crooked as if it was cut out of square. Took pictures of the Problem. Screwed the valance back above the blind and tested the blind again. Put in po for a new blind.

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

Notes

Labor
Line# 6

Operation Code
30-100-01-00-001050

Operational Description
Cabinet Stiles - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:56:03 :: Small kitchen slide left bottom next to drawers pulled out. Mark with blue tape Floor roller pushing against the lower cabinet frame Ran the slideroom out to inspect what was happening to the lower cabinet. Unscrewed the lower cabinet toe kick plate. Found that the floor roller would push against the lower cabinet and pulling out the Brad nails. Floor roller to the left and in the middle was hitting and both got trimmed for clearance. Ran the slideroom in then used a oscillating tool to trim the lower cabinet till the floor roller cleared. Had to restaple the lower cabinet then screwed on the toe kick plate. Ran the slideroom out and in to verify that it wouldn't hit the cabinet. With the slideroom out had clearance from the floor roller.

Model#

Serial#

Dlr Sub Hrs
Appr Hrs

1.50
1.00

Sub Labor Amt \$277.50
Appr Labor Amt \$185.00

Notes
adjust slide rollers; resecure cabinet and panel; notch out the stile to accomodate the rollers

Labor
Line# 7

Operation Code
60-141-24-00-004307

Operational Description
Shower Pan - Plumbing/Shower, Tub Surround/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-03-19 09:58:59 :: Shower pan has soft spots need to make more stable Shower floor had no support near the drain Unscrewed the access panel and the vent to the bottom of the shower. Inspected under the shower pan found a few leg supports. Cut 6, 2x3 boards at 4 1/2 inches then put under the shower pan then added screws to hold them in place. Step in the shower to verify it was more solid. Screwed the vent and access panel back in place.

Model#

Serial#

Dlr Sub Hrs
Appr Hrs

1.40
0.75

Sub Labor Amt \$259.00
Appr Labor Amt \$138.75

Notes
adj.excessive time; R&RI access panel on shower base - see repair code 60-141-01-00-001595 = 0.05; add support to shower base 0.70

Submitted	Labor Amt	\$1,554.00	Approved	Labor Amt	\$971.25
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,554.00		Total	\$971.25

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.