

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2361984
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2WDGC1RN501833
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	088 / 088B
OWNER INFORMATION		ITEM #	WDT178BHSKX-88
DAVID NELLIS		DEALER RO #	77027
2310 JAMAICA CT		CLAIM START DATE	07/10/2025
Evansville, IN 47736		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	09/19/2024	WARRANTY EXPIRATION DATE	09/19/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	20-49-19-00-000588	Front Moldings, each - Exterior/Front, Fiberglass Cap, Cab Over/Reseal/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2025-07-10 11:01:07 :: CUSTOMER ADVISES THAT HE NOTICED THAT ON A RECENT CAMPING TRIP HE NOTICED WATER LEAKING IN THROUGH THE REAR SIDE OF THE OFF DOOR SLIDE ROOM. HE ALSO SAW SIGNS OF WATER LEAKING IN AT THE FRONT OF THE SAME SLIDE ROOM. Leak in frontside and backside of slideroom... Fully extended replaced slideroom out and Retrieved stairs and looked seals over and find no visible damages. Looked on the interior for water marks and did find warped wood at the base on the rear end and bottom of slideroom at floor. Also rusted screw. Closed unit up and moved it outside to water test it. Leveled the unit out and hooked up a sprinkler to my hose and positioned it where it hits the slideroom and roof. After a few minutes of sprinkler running i noticed a puddle on the frontside of slideout and located the water mark at bottom corner where the water is riding the bottom brackets of slideroom outside and right into the unit. Cleaned water puddles and ran slideroom in and looked at the rail closer and no sealant closest to the inside on either side. And found one damaged lip seal. Ran silicone down the rails to see if that will stop in from riding in heavily. Cause it literally had a valley channel to ride. Letting dry over night and will water test it again in morning. Added alil more silicone to rail to make water roll off of brackets. Ran water sprinkler on unit slideroom and no water made it's way in. Make a note with customer to make sure the unit is leveled while slideroom is in use cause no slideout is 100% sealable.		
Model#	Dlr Sub Hrs	1.50
	Sub Labor Amt	\$277.50
Serial#	Appr Hrs	0.80
	Appr Labor Amt	\$148.00
Notes		
EXCESSIVE TIME REQUESTED		
.80 AUTH TO RESEAL S/O SEALS		

Labor

Line# 2	Operation Code	Operational Description
	50-134-24-00-001457	LP System - Includes Leak Test - LP Gas/LP Gas System/Repair/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2025-07-10 11:03:18 :: CUSTOMER ADVISES THAT WHEN THE WATER HEATER IGNITES AND RUNS, THERE IS A STRONG LP ODOR INSIDE THE COACH. Lp smell when the water heater comes on... Hooked up Manometer to outside grille quick connect and turned the LP on and back off. Dropped Manometer down to 8wc for 5mins. Pressure held properly. Ran a 2nd droptest to be certain, pressure stayed efficiently. Turned LP back on, Hooked Water hose to City water connection and turned Water Heater switch on. Hooked up my LP Detector to my 30ft leads and battery bank and pulled panel under sink and ran Hot Water... Heater fired up efficiently and had my LP Detector right by the backside of Water Heater by LP connection and no alarm and water was efficiently Hot. I am not finding an issue with LP smell or issues with LP at Water Heater.		
Model#	Dlr Sub Hrs	.051
	Sub Labor Amt	\$94.35

Serial# Appr Hrs 0.00 Appr Labor Amt \$0.00

Notes
DENIED
NO DEFECT PRESENTED

NOTED WITH HISTORY IN MIND

Labor

Line# 3

Operation Code Operational Description
70-148-01-11-002761 Boss "REBEL" Speaker - Appliances/Radio/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-10 11:05:08 :: THIS UNIT CAME WITH A BLUETOOTH SPEAKER AND CUSTOMER ADVISES THAT IT WILL NO LONGER HOLD A CHARGE. Bluetooth Speaker doesn't hold a charge... Checked for power at charging station and had 5.1v which is correct. Hooked speaker up to my mini USB cord and it shows charge taking. While it's hooked upto the Docking Charger it shows the battery is Full Charged with 4 lights but as soon as you take it off the Docking Station it goes off... and shows no voltage on the charging/power contacts which tells me the internal battery has bad cells in it.

Model# NA Dlr Sub Hrs 0.10 Sub Labor Amt \$18.50

Serial# NA Appr Hrs 0.00 Appr Labor Amt \$0.00

Notes
PART ONLY NO TIME ALLOWED

Labor

Line# 4

Operation Code Operational Description
70-306-01-11-002742 EverChill, Cannon Refrigerator -12 Volt - complete - Appliances/Refrigerator (Everchill, Cannon)/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-10 11:06:14 :: CUSTOMER ADVISES THAT THE REFRIGERATOR AND FREEZER DON'T SEEM TO BE GETTING AS COLD AS SHE FEELS THAT IT SHOULD BE. Temp check the Fridge and Freezer... and put thermometer in it and turned Fridge to 12v setting. Checked freezer temp and had 12 degrees and 9.5 degrees in the freezer and Fridge had 53 degrees. After 45mins I went back into the fridge and freeze to pull temps and got -1.2 degrees in freezer and 49 degrees in fridge. Ben the Writer gave me Warranty check paperwork to go thru and filled out . Came in n3xt morning and the Freezer made ice so it's cooling efficiently but fridge is still out of range sitting at 47 degrees so it's a circulation deal. Pulled the glass shelf and rear panel in freezer and fan engaged but no flow to the fridge. After speaking with Ben in regards to the Warranty paperwork not matching the Fridge, I waited for 20mins for him to bring me a new set of Warranty Paperwork. Warranty procedure recommended to set the Freezer on 2 and the Fridge on 5, which I did.

Model# SRD-360WTG-ED Dlr Sub Hrs 2.50 Sub Labor Amt \$462.50

Serial# SRD360WTGED2212002063 Appr Hrs 1.50 Appr Labor Amt \$277.50

Notes
SENT TO VND
EXCESSIVE TIME REQUESTED
Case 6037360
VIN 5ZT2WDGC1RN501833

We will approve up to 1.50 for labor.

This is pre-auth for the R&R of the fridge, however the Everchill fridge is no longer available. The suggested replacement is either of the models below please note the replacement is NOT a dual swing so a hinge side will need to be chosen.

FCR11DCGTA-BG-LHH (2024120713) OR FCR11DCGTA-BG-RHH (2024120714).

Pre-authorization is information only and will not result in Lippert issuing the replacement. Lippert will defer to the RV Manufacturer for your next steps regarding replacement. .

Submitted			Approved		
Labor Amt		\$852.85	Labor Amt		\$425.50
Parts & Freight		\$0.00	Parts & Freight		\$0.00
Total		\$852.85	Total		\$425.50

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.