

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2341750
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CASB2SU046038
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	103 / 103
OWNER INFORMATION		ITEM #	CAT271DBS-8
CARL WOLFE		DEALER RO #	77031
169 CULLEN RD		CLAIM START DATE	06/20/2025
Morganfield, KY 42437		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/29/2025	WARRANTY EXPIRATION DATE	04/29/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-167-01-00-001988	Main Burner Orifice, Burner Tube - Appliances/Water Heater (Suburban)/ Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:20:41 :: WATER HEATER SHOT BLUE FLAMES OUT THE EXHAUST AND ELECTRIC DOESNT WORK AT ALL. Assess water heater exhaust firing back into chamber and electric side of it not working at all... Checked Dump valves and low point drains in closed position. Hooked hose up to City water connection and turned on. Made sure LP was on and turn water heater on. Watched Water Heater while is fired up and I took seen that it does backfire momentarily into the burner chamber and then burns as it's supposed too. Turned Water Heater Gas off and turned on Electric and tested voltage at element and had 110v and continuity. I went onto another job and let water heater heat water and came back 30mins later and it was hot... I am finding nothing wrong on the electrical side of it. I switched the LP Tanks to refire the water heater to rule out air being in the the Tank and causing backfire due to the Fuel/Air Ratio not being Correct. Turned the Gas side back on of Water Heater and ran all the hot water from the Tank and it fired up efficiently. Turned off switch and turned it back on 3 times... fired perfectly and no back fire. Switched back to other LP tank and did test fire on that side again, i tested fired it another 4 times and it hasn't backfired again. The only time it has backfired was the the very 1st startup. I'm turning it off for a bit to let the exhaust chamber cool to see if it's just on startup thing with unheated chamber. Started it again after it cooled down and after sitting for approx 20 mins and firing again it did backfire momentarily. Blew out both burners and exhaust chambers and some debree came out of burner chamber (debree on chair in pics). Gonna remove and clean burner chamber. Found no heavy blockage or debree in burner or exhaust chambers... just some rusted/flaking paintmin exhaust which i blew out as much as I could. Put unit back together. And turned on again and very little backfire, which some backfired is normal when you 1st turn unit on. Water heater is operating efficiently on both Gas and Electric. Checked the LP WC readings as well... 12wc on Manometer with nothing running and 11wc with both Water heater and furnace running.		
Model#	NA	Dlr Sub Hrs 0.25 Sub Labor Amt \$46.25
Serial#	NA	Appr Hrs 0.25 Appr Labor Amt \$46.25
Notes		

Labor

Line#	Operation Code	Operational Description
2	30-95-24-00-000958	Booth Structure - Interior/Dinette/Repair/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:23:24 :: DINETTE TABLE WILL NOT FIT IN THE DOWN POSITION. (BED) Assess Dinnette not laying down correctly... Dinnette doest lay down flush into the bedded positon, the rear 2 corner go down and rest on the installed lips/catches. The dinnette however doesn't sit flush on the lips/catches in the front. Removed cushions and under boards and took more pics. After looking everything over the slideroom tapers in size and is wider at the back wall then it is at the facial inner side, the benches are square and the only way the table top is gonna be able to fit down flush into the bedded positon is to		

remove one of the benches and disassemble it and shave about 1/4 to 1/3 of an inch off. Pulled screws that mount the bench to the floor and walls. Pulled the 3rd cap panel and then Pulled large staples that holds the frame together. Cleaned up staples. Removed and cleaned up all the panel staples. Made cuts to 4 different boards, 3 on the end frame and 1 support. Reassembled back together with staples and tested... the tabletop fits in the down positon tightly but can do much more adjustments at bench because it's making the bench not squared and gonna throw off more dimensions of the dinnette as a whole. Reassembled the Dinnette as a whole and tested it in both the Bench and bed positons. Cleaned up all my tools and swept up all my mess.

Model#	Dlr Sub Hrs	2.50	Sub Labor Amt	\$462.50
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$185.00

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME

**Labor
Line# 3**

Operation Code	Operational Description
30-100-24-00-001048	Cabinet or Closet Shelf - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:25:30 :: PANTRY SHELVES ARE DROOPING/ BOWING Sagging/drooping pantry shelves... After looking over the shelves... this is the way the manufacturer built the shelves. Boards do bow once weight is put on the shelves. I recommend shelving to be removed and a center support board be installed to keep the shelving from bowing and breaking thru when any kind of weight is put on them.

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$277.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$92.50

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME

**Labor
Line# 4**

Operation Code	Operational Description
30-91-01-11-002754	Lighted Cup Holder with USB Port - Interior/Living Quarters, Sofa, Chair/Replace/ Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:26:31 :: CUP HOLDER ON COUCH IS SCRATCHED Cup holder has scratches... After looking cup holders over closely I did find scuffs on the leftside cup holder. Submitted request for new cup holder.

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$55.50
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$37.00

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO FLAT RATE

**Labor
Line# 5**

Operation Code	Operational Description
20-66-02-17-000672	Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:27:40 :: REAR ENTRYDOOR DOES NOT LATCH EASILY. REALLY HAVE TO PUSH HARD OR SLAM. Adjustment to rear entry door... Strikermwas already adjusted as far out as possible so I had to flip the striker 180 degrees and make cuts with drimmel so the deadbolt would clear. Also had to drill new screw holes for adjustment. Door shuts and locks properly. Any more adjustment would be taking away from its seal efficiency.

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$37.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$37.00

Notes

**Labor
Line# 6**

Operation Code	Operational Description
20-43-01-00-000589	Die Cut, Stripe, Decal, Graphic - Exterior/Exterior Miscellaneous/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-06-20 15:29:43 :: CUSTOMER SAYS DECALS ARE PEELING Damaged and missing decals... Got with Ben and went over all decals damages and missing. 4 damaged and 1 missing. Removed, cleaned and replaced off-doorside Catalina Summit decal.

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$555.00
Serial#	Appr Hrs	2.50	Appr Labor Amt	\$462.50

Notes

The pictures provided on this repair line do not show the problem described in the Complaint, Cause, & Correction. The picture is not clear or is too far away from the item to see the problem. Please attach pictures if available that show the problem. If they are not available, use the Comment box in the Feedback overlay to state so before acknowledging the line.
updated photos with arrows
EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME

Submitted

Labor Amt	\$1,433.75
Parts & Freight	\$0.00
Total	\$1,433.75

Approved

Labor Amt	\$860.25
Parts & Freight	\$0.00
Total	\$860.25

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.