

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2139293
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4MGTK27PH036111
USA		CHASSIS VIN	1F66F5DN7N0A16198
		MILEAGE	3698
		SITE/WAREHOUSE	068 / 068
		ITEM #	GTA34M5F
Labor rate:	\$170.00	DEALER RO #	75596
OWNER INFORMATION		CLAIM START DATE	12/03/2024
PAUL MORRISON		CLAIM END DATE	01/01/1900
10346 WILMINGTON DR			
Evansville, IN 47725			
USA			
Retail Date of Purchase	03/19/2024	WARRANTY EXPIRATION DATE	03/19/2025

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	10-24-01-12-000390	Tail Light Assembly, each - Frame & Chassis/Chassis Lights/Replace/Exterior Lighting
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2024-12-03 11:18:22 :: MARKER LIGHT NOT WORKING ON THE FRONT. THIS IS A WHITE LED TUBE THAT OUTLINES THE COACH. IT IS WORKING ON THE PASSENGER SIDE, BUT NOT THE DRIVER Wires was disconnected Searched for the button that cause the lights to come on. Turned on the the lights then checked the wires. Found the black and yellow wires was unplugged. Plugged in those wires and the lights work.		
Model#	Dlr Sub Hrs	0.20
	Sub Labor Amt	\$34.00
Serial#	Appr Hrs	0.20
	Appr Labor Amt	\$34.00
Notes		

Labor

Line#	Operation Code	Operational Description
2	70-160-01-00-001869	Norcold Refrigerator (Read Notes!!!) - Appliances/Refrigerator (Norcold)/ Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2024-12-03 11:19:11 :: FRIDGE NOT WORKING AT ALL Plugged in the shore cord then turned the fridge to lp and checked the back side for a flame. Took pictures of the flame. Set the fridge to ac and put antifreeze bottles with thermometers in side the fridge to cool overnight. Checked the amp draw on the heating elements of 3.5 amps. Checked the fridge again after 24 hrs. The cooling unit was hot but the freezer and fridge was hot at 70 degrees. Possibly a blockage in the cooling unit. NEED TO REPLACE THE FRIDGE		
Model#	nr08b03	Dlr Sub Hrs
		6.00
		Sub Labor Amt
		\$1,020.00
Serial#	1210	Appr Hrs
		5.00
		Appr Labor Amt
		\$850.00
Notes		
Please attach Norcold Performance Checklist. JR		
INFO ADDED		
email sent to Norcold for authorization. tj		
we have the copper tape ordered		
has it been installed? tj		
Plugged in the shore cord, then turned the fridge to lp and checked the back side for a flame.		
Took pictures of the flame. Set the fridge to ac and put antifreeze bottles with thermometers in		
side the fridge to cool overnight. Checked the amp draw on the heating elements of 3.5 amps.		
Checked the fridge again after 24 hrs. The cooling unit was hot, but the freezer and fridge were		
hot at 70 degrees. It's possible a blockage in the cooling unit. Filled out the paperwork while		
testing the fridge. Received the copper tape. Unscrewed the fridge control board cover then		

covered the cover with copper tape as noted. Took pictures. Screwed the cover back on to the fridge. Plugged in the shore power and power on the fridge. Put bottles of antifreeze with thermometers inside. Will let the fridge set for 24hrs. After 48 hrs thr fridge was not cold. Put in po sheet for a new fridge.
YES WE INSTALLED THE COPPER TAP AND IT STILL DOES NOT WORK
please attach all information to the email thread between Norcold. tj
please adjust labor time to 4hrs. tj
time needs to be 6 hrs total for diag and time thank you
adjusted to the appropriate time for repair.

From: OEM Tech US <oemtech@thetford.com>
Sent: Friday, December 27, 2024 2:42 PM
To: Trolonda Jackson <tjackson@forestriverinc.com>
Subject: Re: 2139293 : 4X4MGTK27PH036111 - BASDEN RV CENTER INC

Thank you for contacting OEM Tech,

Thank you for the information. I have processed your preauthorization request, and we are sending a new Cooling unit replacement part 641474 to the dealer direct, part only-no labor. Labor is approved through you the OEM and to be claimed through a VCB totaling 4.0 hours. Standard ground freight is covered through Thetford and Norcold's standard warranty.

Thetford or Norcold Unit Information:
Model Number: 1210
Serial Number: NR08B03

The part will ship to the below address provided:
Dealer Number: 50001696
Dealer Name: Basden'S American Rv Center
Dealer Shipping address: 600 E BASELINE RD
EVANSVILLE, IN 47725
UNITED STATES

FD#: 563346
THFD#: THFD254442
OEM Case Number: 2139293
VCB Norcold. tj

Labor
Line# 3

Operation Code	Operational Description
30-99-02-00-001018	Day Night Shade or Roller Shade - Interior/Soft Goods/Adjust/No Tread Code
Complaint, Cause, Correction	
Original Note : bhoffman@americanrvcenter.com, 2024-12-03 12:51:47 :: CUSTOMER ADVISES THAT ONE OF THE BLINDS IN THE BATHROOM HAS FALLEN DOWN. Screw had pulled out of the valance Took a picture of the blind then inspected why it was sitting wrong. Pulled down the rest of the blind to find that a screw wasn't in place. Put the screw and clip back in the valance and clipped in the blind. Pulled on the blind to make sure it still was functioning. Blind works as should.	
Model#	Dlr Sub Hrs 0.20 Sub Labor Amt \$34.00
Serial#	Appr Hrs 0.20 Appr Labor Amt \$34.00
Notes	

Labor
Line# 4

Operation Code	Operational Description
20-44-19-00-000553	Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code
Complaint, Cause, Correction	
Original Note : bhoffman@americanrvcenter.com, 2024-12-03 12:58:23 :: FIX THE ROOF FROM THE ROOF INSPECTION FOUND ON THE ROOF ALOT OF PLACES NEEDS TO BE RESEALED	
Model#	Dlr Sub Hrs 3.00 Sub Labor Amt \$510.00
Serial#	Appr Hrs 3.00 Appr Labor Amt \$510.00
Notes	
Authorized as requested JR	

Submitted	Labor Amt	\$1,598.00
	Parts & Freight	\$0.00
	Total	\$1,598.00

Approved	Labor Amt	\$1,428.00
	Parts & Freight	\$0.00
	Total	\$1,428.00

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.	