

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 2152441 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2CAUB8SX033399 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 205 / 205 ITEM # ACAT293TQBSCKLE DEALER RO # 75622 CLAIM START DATE 12/17/2024 CLAIM END DATE 01/01/1900
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Labor rate: \$170.00	WARRANTY EXPIRATION DATE
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Claim Line Details

Labor Line# 1

Operation Code	Operational Description	
20-43-19-00-004330	Spot Seal Exterior (Dealer) - Exterior/Exterior Miscellaneous/Reseal/No Tread Code	

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:13:53 :: THE SIDES OF THE CAMPER ARE CRACKED AND NEEDS TO BE RESEALED I discovered that the tail lights were not properly caulked. Additionally, I noticed several areas around the camper that required sealing. The outside kitchen door was leaking and also needed to be caulked. I found that there were no screws in the bottom of the outside kitchen door frame, so I added a shim to the bottom and secured it with screws. Furthermore, I noticed that the front off-door side light strip had come out of its track and needed to be reinstalled. I ensured that everything I found was sealed as necessary. Please see the attached pictures for reference.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt \$170.00
Serial#	Appr Hrs	0.50	Appr Labor Amt \$85.00

Notes
 EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME FOR SIMILAR REPAIRS

THE REQUESTED REPAIR CAN BE COMPLETED IN THE TIME ALLOTTED
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Labor Line# 5

Operation Code	Operational Description	
40-196-24-11-001297	Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical	

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:26:00 :: RANGE VENT HOOD NOT WORKING I FOUND THAT THR RANGE HOOD DID NOT WORK AT ALL. I REMOVED THE HOOD AND FOUND THAT THE GROUND WIRE WAS NEVER HOOKED UP. I HOOKED UP THE GROUND WIRE AND TESTED UNIT. IT IS NOW WORKING. I REINSTALLED THE RANGE HOOD.

Model#	Dlr Sub Hrs	0.40	Sub Labor Amt \$68.00
Serial#	Appr Hrs	0.40	Appr Labor Amt \$68.00

Notes
 PHOTOS REQUIRED
 photos added
 AUTHORIZED AS REQUESTED
 AUTHORIZED AS REQUESTED

Labor Line# 6

Operation Code	Operational Description	
30-103-24-00-001136	Interior Step - Interior/Flooring/Repair/No Tread Code	

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:27:15 :: ENTRY STEP NOT ADJUSTED RIGHT I

FOUND THAT THE RIGHT SIDE OF THE STEP DOOR FRAME STOP WAS HITTING THE SCREWS IN THE DOOR FRAME. I ADJUSTED THE BRACKET TO FIX THE PROBLEM.

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$34.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

Labor

Line# 7

Operation Code 30-101-02-00-001076 Operational Description Hinged Passage Door - Interior/Interior Doors/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:28:00 :: LIVING TO BATHROOM DOOR NEEDS ADJUSTED I FOUND THAT THE DOOR TO THE BATHROOM WAS NOT LINED UP WITH THE STRICKER PLATE. I MOVED THE STRICKER PLATE DOWN AND THE DOOR WOULD NOT STAY SHUT. I HAD TO ADD 1/4" SHIM BEHIND THE STRICKER PLATE TO GET THE DOOR TO LATCH.

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$34.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

Labor

Line# 8

Operation Code 30-99-24-00-001015 Operational Description Mini-Blind - Interior/Soft Goods/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:28:35 :: VALANCE OVER KITCHEN COUNTER IS NOT LEVEL REMOVED MINI BLIND AND VALANCE FROM OVER KITCHEN WINDOW. ADJUSTED MOUNTING HARDWARE AND REINSTALLED THE MINI BLIND AND VALANCE.

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$34.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

PHOTOS REQUIRED

photos added

AUTHORIZED AS REQUESTED

AUTHORIZED AS REQUESTED

Labor

Line# 9

Operation Code 40-108-01-11-001330 Operational Description Interior GFI - Electrical/110 Volt Interior/Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:29:55 :: GFCI HAS NO POWER Additional Note : bhoffman@americanrvcenter.com, 2024-12-17 14:10:17 :: I TESTED ALL OUTLETS ON THE GFCI CIRCUIT AND NOT ONE HAD POWER. I TESTED THE THE PLUG ON THE GFCI OUTLET AND IT DID NOT HAVE POWER. I PULLED THE OUTLET AND FOUND THAT THE SCREWS HAD BEEN TIGHTENED DOWN ON THE INSULATION OF THE WIRING. I REMOVED THE WIRING AND STRIPPED THE INSULATION OFF OF THE COPPER. I PUT THE WIRING IN THE OUTLET THE WAY IT SHOULD HAVE BEEN DONE AND IT STILL HAD NO POWER IN THE PLUG. I JUMPED THE OUTPUT SIDE TO THE INPUT TO TEST THE REST OF THE OUTLETS IN THE CAMPER AND THEY ALL WORK AS THEY SHOULD. THE GFCI OUTLET NEEDS REPLACED.

Model# Dlr Sub Hrs 0.50 Sub Labor Amt \$85.00

Serial# Appr Hrs 0.50 Appr Labor Amt \$85.00

Notes

Labor

Line# 10

Operation Code 60-136-01-00-001480 Operational Description City Water Connection - Plumbing/Fresh Water Supply/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:30:43 :: CITY WATER WILL NOT HOLD PRESSURE I FOUND THAT THE CITY WATER PORT WAS LEAKING AND REMOVED IT. GOT NEW CITY WATER PORT AND INSTALLED IT. TESTED PORT WITH WATER PRESSURE FROM PUMP AND IT IS NOW WORKING AS IT SHOULD.

Model# Dlr Sub Hrs 0.30 Sub Labor Amt \$51.00

Serial# Appr Hrs 0.30 Appr Labor Amt \$51.00

Notes

Labor

Line# 11 **Operation Code** **Operational Description**
10-673-01-11-003753 Control Box - Frame & Chassis/Leveling System (BAL/Norco)/Replace/Electrical
Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:31:23 :: CONTROL BOX FOR LEVELING SYSTEM HAS FELL DOWN I REMOUNTED THE LEVELING SYSTEM CONTROL BOARD AND TESTED. THE LEVELING SYSTEM LIFTED THE LEFT SIDE OFF THE GROUND AND DID NOT STOP UNTIL IT RAN OUT OF JACK. I HAD TO MANUALLY LEVEL THE CAMPER AND RESET THE 0-POINT. AFTER SETING THE 0-POINT, I TESTED THE LEVELING SYSTEM TO MAKE SURE IT WORKED AS IT SHOULD.

Model# NA **Dlr Sub Hrs** 1.10 **Sub Labor Amt** \$187.00
Serial# NA **Appr Hrs** 1.00 **Appr Labor Amt** \$170.00

Notes
PHOTOS REQUIRED
photos added
EXCESSIVE AMOUNT REQUESTED. CHANGED TO SIMILAR REPAIR TIME
EXCESSIVE AMOUNT REQUESTED. CHANGED TO FLAT RATE

THE REQUESTED REPAIR CAN BE COMPLETED IN THE FLAT RATE ALLOTTED TIME

Labor

Line# 12 **Operation Code** **Operational Description**
10-1-01-03-000052 Brake Drum Assembly, each - Frame & Chassis/Axles, Suspension/Replace/
Service Brake System, Hydraulic & Electric

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-12-17 12:32:04 :: THE BRAKES NEEDS ADJUSTED The brakes on the camper require adjustment. During our inspection, we noticed that the wheels continue to spin even after applying the brakes, which indicates a problem. It is essential to address this issue promptly to ensure safe operation of the camper. We recommend taking the necessary steps to adjust the brakes to restore proper functionality and improve overall safety while driving. NEED TO ADJUST THE BRAKES ON THE CAMPER

Model# NA **Dlr Sub Hrs** 1.50 **Sub Labor Amt** \$255.00
Serial# NA **Appr Hrs** 1.00 **Appr Labor Amt** \$170.00

Notes
PHOTOS REQUIRED. IF THIS UNIT HAS TERRAN AXLES, IT WOULD HAVE SELF ADJUSTING BRAKES.
ok that is the type of axles but the drive from your place to mine they have not adjusted right
WE WILL NEED PHOTOS TO REVIEW
PENDING VENDOR REVIEW
UPDATE YET
WE GIVE OUR VENDORS 48 HOURS TO REVIEW THE CLAIM, IF WE DO NOT HEAR BACK WE WILL SEND A FOLLOW UP EMAIL.
IF WE DO NOT HEAR BACK BY 3:30 TODAY WE WILL SEND THAT FOLLOW UP EMAIL.

SENT FOLLOW UP EMAIL TO VND.

PENDING REVIEW
EXCESSIVE AMOUNT REQUESTED. CHANGED TO 2X FLAT RATE

AUTHORIZATION IS TO R&R BRAKES

Submitted			Approved		
Labor Amt	\$918.00		Labor Amt	\$731.00	
Parts & Freight	\$0.00		Parts & Freight	\$0.00	
Total	\$918.00		Total	\$731.00	

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.