

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2402146
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKY28TK096212
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate: \$185.00		SITE/WAREHOUSE	094 / 094A
OWNER INFORMATION		ITEM #	CKT23DBH-94
HEATHER R TOWNS		DEALER RO #	77488
8722 POLLACK AVE		CLAIM START DATE	08/14/2025
Evansville, IN 47715		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase 07/31/2025		WARRANTY EXPIRATION DATE	07/31/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	10-11-24-00-000205	Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-08-14 13:58:53 :: CUSTOMER ADVISES THAT THE SLIDE ROOM IS NOT SEALING PROPERLY. THE REAR SIDE IS VERY TIGHT AND FRONT SIDE, THE SEAL ARE NOT TOUCHING. ffound the front track was install crooked so i removed the seal and screws and moved the track over then reinstalled the screws on inside and the outside and and had to clean off all the old sealer and taped off and resealed .

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$555.00
Serial#	Appr Hrs	2.00	Appr Labor Amt	\$370.00

Notes

please provide pics of the cable tension measurements thank you
 please provide pic on how you want me to do that or where i need to measure
 please provide cable measurements per the link below thank you:
 for cable adjustments:
<https://www.youtube.com/watch?v=nSUZupGBiIM>

the issue was not the cable adjustment of chain pooping.... it was a install issue where you installed the seal they didnt touch the slide room when the unit was all the way out. also that video shows how to adjusted the cables and how to fix the chain popping. the slide room came in with out any issues.

per your previous feedback you asked me how i would like for you to show me the cable measurements so i sent you the link on how those are taken if the seals arent touching the slide box on the front side means that the cables may be to tight on the back side pulling the box more that way (why the seals dont touch)

please provide the requested measurements thank you

i under stand that however the cable tension was not the issue it was the seal needed to be moved from the top we left the bottom screw in and adjusted the seal over to fit and everything was fine and done with out having any issues. if you are wanting me to get the cable tension please send what i needs to measure that with and i will call the customer to come back to do so changed to correct code per dealer's previous feedback

thank you

Submitted		Labor Amt	\$555.00	Approved		Labor Amt	\$370.00
		Parts & Freight	\$0.00			Parts & Freight	\$0.00
		Total	\$555.00			Total	\$370.00

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.