

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2444331
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEPB8SW030504
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	320 / 320
OWNER INFORMATION		ITEM #	FET245RKS-320
TIMOTHY S NUSSMEIER		DEALER RO #	77862
600 BOB CT DR		CLAIM START DATE	09/23/2025
Evansville, IN 47711		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/11/2025	WARRANTY EXPIRATION DATE	04/11/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description		
1	70-671-01-11-001463	GE Roof AC - complete - Appliances/Roof AC (GE)/Replace/Electrical		
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-09-23 09:14:03 :: CUSTOMER ADVISES THAT THE AIR CONDITIONER IS NOT COOLING THIS SHOULD BE UP FRONT WHEN WE GET HERE Opened unit and plugged up Shore power. Turned on AC and measured temp and it was 72 on both side (Return and Register). Removed inside cover and opened Control box and found multiple wires not in clips and plugs properly. The 12v Power plug was arcing when i opened the box and also the 120v wires in the Wago clips were stripped back to far... i shorted and reinstalled wires properly. Fuse was blown in the Furnace slot... replaced it. Checked Amps at the Black Compressor Wire and only have 7.8A. Got a Warrenty Chechlist from Ben and filled it out. REQUEST TO REPALCE A/C			
Model#	GRCS15XAHWH1	Dlr Sub Hrs	2.50	Sub Labor Amt \$462.50
Serial#	MZ005657Z	Appr Hrs	2.00	Appr Labor Amt\$370.00
	Notes sent e-mail to bhoffman@americanrvcenter.com with attached form that needs filled out for the vendor and returned to me - then I will give the completed form and photos to the vendor for their review and recommendation All information has been sent to the vendor for their review and authorization. We will update the claim accordingly once we hear back from the vendor. please unlock the claim i need to add another labor line please and thank you per dealer request - needs sent back to be able to add a labor line to the claim all information has been given to the vendor for their review ANY UPDATE we have asked the vendor for an update on this issue - when we get it we will let you know OK IT HAS BEEN A WEEK ANY UPDATE timeline 9/23/2025 dealer sent in claim 9/23/2025 Coachmen sent dealer form to fill out 9/23/2025 dealer returned form to Coachmen 9/23/2025 late afternoon Coachmen sent the information to the vendor 9/24/2025 vendor sent acknowledgement of receiving information back to Coachmen 9/24/2025 dealer asks to have the claim back as they need to add additional repair lines to claim 9/24/2025 Coachmen sent the claim back to dealer 9/26/2025 dealer asks for update 9/26/2025 late Friday afternoon Coachmen sent request for update on this issue 9/30/2025 Tuesday morning dealer states: ""OK IT HAS BEEN A WEEK ANY UPDATE"" 9/30/2025 Coachmen states: NO updates in the 2 business days since request for update was sent			

I am sorry for this inconvenience. We will update the claim just as soon as we get the response from the vendor

just let me know when you approve this due to no response

R&R GE air conditioner as per vendor authorization CASE #00247055 with 2.00 hours for labor; DO NOT order a new air conditioner as the Vendor will ship the replacement air conditioner to the dealer at no charge; Vendor was given shipping address as the address that is on this claim; Vendor requires photos be taken showing the serial data tag being removed from the old air conditioner and attach these photos to this claim; I would recommend taking the data tag off and putting it on a blank piece of paper and taking photos of that and attaching these new photos to this claim; Claim cannot be processed for payment until these photos are attached to this claim.

vendor state:

""Case Number: 00247055

thread::DqQ9f324dve9ZWsXd8pheQY::

**Respond directly to this email and do NOT change the subject line to ensure proper delivery

Recreational Living approves R/R of GE RVAC Deluxe Plus 15 -White (GRCS15XAHW) and 2 hours for labor.""

Labor
Line# 2

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, 2025-09-23 09:16:33 :: CUSTOMER ADVISES THAT THE SOLAR PANELS ARE NOT CHARGING Plug at on roof from panel wasn't making contact efficiently. Moved a bunch of wood blocks to Pull cover panel to get to Charger Controller. Tested both Continuity and voltage at Solar Wires, no Continuity or Voltage. Had to remove Charger Controller from wall to get to the set screws that hold Solar Wires in place... screws were stripping and over tightened... finally got them broke loose. Went up to roof to Solar Panel and visually inspected it, found no visual damages. Retrieved Air hose to blow standing water off Plug port and and cut dicor loose from the plugs. Retrieved tool to remove plugs from base and checked for Voltage and Continuity, one plug wasn't fully connected, removed plugs and tested...17.6v and Continuity. Reconnected the plugs. Came back down to the Wires at Charger Controller and checked Voltage again and have between 2 and 5v. Opened my Bay door, disconnected Shore Power and checked Voltage again and 12.9 coming from Solar. Issue was at the Plugs on roof not being fully connected or shorting, but I couldn't replicate it not working after reconnecting Plugs. Reinstalled Cover over the Solar Charger Controller and picked up my tools.

Model#	Dlr Sub Hrs	2.00	Sub Labor Amt	\$370.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$185.00

Notes

R&R access panel; check power and wiring at the controller; check the solar panel; check the wiring at the roof connection and repair one wire that wasn't making contact

R&R access panel; check power and wiring at the controller; check the solar panel; check the wiring at the roof connection and repair one wire that wasn't making contact

Labor
Line# 3

Operation Code	Operational Description
70-150-01-00-001718	Magic Chef Microwave (Read Notes!!!) - Appliances/Microwave/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-09-24 14:03:55 :: THE MICROWAVE DOOR FOGS UP. No issues found with microwave Ran a cup of water for 3 minutes in microwave and naturally steam was created but nothing out of the ordinary. There is no damages to inner door or where door seats. I don't see an issue with the microwave. I noticed their plastic plate cover inside microwave which when heat traps in cover it's gonna create its own HotBox and create extra steam.

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

Notes

so no issue was found? this 0.30 time was for checking to satisfy customer?

please ask the vendor to make sure we don't need to replace per customer it fogs and needs to

be replaced

All information has been sent to the vendor for their review and authorization. We will update the claim accordingly once we hear back from the vendor.

R&R Magic Chef microwave as per vendors authorization

Submitted

Labor Amt	\$888.00
Parts & Freight	\$0.00
Total	\$888.00

Approved

Labor Amt	\$610.50
Parts & Freight	\$0.00
Total	\$610.50

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.