

# FOREST RIVER WARRANTY CLAIM FORM

|                                |            |                                 |                   |
|--------------------------------|------------|---------------------------------|-------------------|
| <b>DEALER ACCOUNT #</b>        | 0005106    | <b>CLAIM STATUS</b>             | Paid              |
| <b>BASDEN RV CENTER INC</b>    |            | <b>CLAIM</b>                    | 2509417           |
| <b>DBA AMERICAN RV CENTER</b>  |            | <b>CLAIM ORIGIN</b>             | WEB               |
| <b>600 E BASELINE ROAD</b>     |            | <b>ORIGINAL CLAIM ID</b>        |                   |
| <b>EVANSVILLE, IN 47725</b>    |            | <b>VIN</b>                      | 5ZT2CATB8SX034120 |
| <b>USA</b>                     |            | <b>CHASSIS VIN</b>              |                   |
|                                |            | <b>MILEAGE</b>                  | 0                 |
| <b>Labor rate:</b>             | \$185.00   | <b>SITE/WAREHOUSE</b>           | 205 / 205         |
| <b>OWNER INFORMATION</b>       |            | <b>ITEM #</b>                   | ACAT283RKSLE      |
| <b>DANIEL R SIMPSON</b>        |            | <b>DEALER RO #</b>              | 78523             |
| <b>7383 S SUNRISE DR</b>       |            | <b>CLAIM START DATE</b>         | 11/24/2025        |
| <b>Fort Branch, IN 47648</b>   |            | <b>CLAIM END DATE</b>           | 12/17/2025        |
| <b>USA</b>                     |            |                                 |                   |
| <b>Retail Date of Purchase</b> | 11/20/2025 | <b>WARRANTY EXPIRATION DATE</b> | 11/20/2026        |

## Claim Line Details

### Labor

|         |                                                                                                                                                                                                                                                                                                                  |                                                                          |      |                        |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------|------------------------|
| Line# 1 | Operation Code                                                                                                                                                                                                                                                                                                   | Operational Description                                                  |      |                        |
|         | 60-136-15-00-001499                                                                                                                                                                                                                                                                                              | Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code |      |                        |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                                                     |                                                                          |      |                        |
|         | Original Note : bhoffman@americanrvcenter.com, 2025-11-24 11:13:41 :: Hot and cold lines mixed Hot a d cold lines mixed up Could not get hot out of the hot side of faucet it was coming out of the cold. The city inlet line was connected to the hot line. So we switched them lines and it works properly now |                                                                          |      |                        |
|         | Model#                                                                                                                                                                                                                                                                                                           | Dlr Sub Hrs                                                              | 0.50 | Sub Labor Amt \$92.50  |
|         | Serial#                                                                                                                                                                                                                                                                                                          | Appr Hrs                                                                 | 0.50 | Appr Labor Amt \$92.50 |
|         | Notes                                                                                                                                                                                                                                                                                                            |                                                                          |      |                        |
|         | AUTHORIZED AS REQUESTED                                                                                                                                                                                                                                                                                          |                                                                          |      |                        |

### Labor

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                           |      |                         |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|------|-------------------------|
| Line# 2 | Operation Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Operational Description                                                   |      |                         |
|         | 40-111-01-11-001340                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Automatic Transfer Switch - Electrical/Transfer Switch/Replace/Electrical |      |                         |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                           |      |                         |
|         | Original Note : bhoffman@americanrvcenter.com, 2025-11-24 11:14:14 :: When power goes in the microwave it shut off Power transfer switch is wired up poorly. Bad transfer switch... I found that the wires had not been stripped back far enough inside the transfer switch. The insulation was under the screws on all of the contacts. I also found that the primary and secondary had been installed on the wrong studs. I fixed the wiring and moved the primary and secondary. Now the microwave stays on like it should. I plugged in a heat gun with the temp set to low on the fireplace outlet. As soon as the heat gun was turned on, the power dropped outlet. I could not run a fan or lamp on this outlet. I changed out the transfer switch. Now the microwave works, and I can run a heat gun on the fireplace outlet. As soon as the fireplace turns on, the outlet shuts off. We called the manufacturer. They will have to get a new transfer switch for this unit. I wired up both the microwave and the fireplace to the same screw inside the transfer switch. We let the customer know that they can't run both things at the same time. This will trip the breaker if they do. I put the fireplace back in the wall. I tested the fireplace and the microwave on their own. They are both working . Unit has a bad transfer switch which i pulled a donor from a lot unit and took to Greg to install on Original unit. Took transfer switch from the Catalina ending in 301263. Part requesting new transfer switch. |                                                                           |      |                         |
| Model#  | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Dlr Sub Hrs                                                               | 2.00 | Sub Labor Amt \$370.00  |
| Serial# | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Appr Hrs                                                                  | 2.00 | Appr Labor Amt \$370.00 |
|         | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                           |      |                         |
|         | AUTHORIZED AS REQUESTED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                           |      |                         |

### Part

|                |                |                                                             |                    |            |
|----------------|----------------|-------------------------------------------------------------|--------------------|------------|
| <b>Line# 1</b> | <b>Item #</b>  | <b>Description</b>                                          |                    |            |
|                | C01207805      | SWITCH, 120V 20AMP AUTOMATIC TRANSFER A.E.S.S. 813054 Intel |                    |            |
|                | <b>Model #</b> | <b>Serial #</b>                                             | <b>Part tag</b>    | 0000394634 |
|                | <b>Sub Qty</b> | <b>Sub Dlr Price</b>                                        | <b>Sub Freight</b> | \$0.00     |
|                | 1.00           | \$67.68                                                     |                    |            |

|          |      |                |         |              |        |
|----------|------|----------------|---------|--------------|--------|
| Appr Qty | 1.00 | Appr Dlr Price | \$67.68 | Appr Freight | \$0.00 |
| Notes    |      |                |         |              |        |

**Labor****Line# 3**

|                                                                                                                                                                              |                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Operation Code</b>                                                                                                                                                        | <b>Operational Description</b>                                      |
| 30-307-01-00-000920                                                                                                                                                          | Fireplace Remote Control - Interior/Fireplace/Replace/No Tread Code |
| <b>Complaint, Cause, Correction</b>                                                                                                                                          |                                                                     |
| Original Note : bhoffman@americanrvcenter.com, 2025-11-24 11:15:28 :: REMOTE FOR THE FIRE PLACE IS MISSING Fireplace remote missing NEED TO ORDER REMOTE AND INSTALL IN UNIT |                                                                     |

|               |                    |      |                      |         |
|---------------|--------------------|------|----------------------|---------|
| <b>Model#</b> | <b>Dlr Sub Hrs</b> | 0.10 | <b>Sub Labor Amt</b> | \$18.50 |
|---------------|--------------------|------|----------------------|---------|

|                |                 |      |                       |         |
|----------------|-----------------|------|-----------------------|---------|
| <b>Serial#</b> | <b>Appr Hrs</b> | 0.10 | <b>Appr Labor Amt</b> | \$18.50 |
|----------------|-----------------|------|-----------------------|---------|

**Notes**

AUTHORIZED AS REQUESTED

**Part****Line# 1**

|               |                                                                      |
|---------------|----------------------------------------------------------------------|
| <b>Item #</b> | <b>Description</b>                                                   |
| F100260373    | REMOTE ONLY FOR LFP30-CT, COVENANT FIREPLACE   LAVANTURE (9A-C-N-17) |

|                 |                       |                     |
|-----------------|-----------------------|---------------------|
| <b>Model #</b>  | <b>Serial #</b>       | <b>Part tag</b>     |
| <b>Sub Qty</b>  | <b>Sub Dlr Price</b>  | <b>Sub Freight</b>  |
| 1.00            | \$13.00               | \$15.87             |
| <b>Appr Qty</b> | <b>Appr Dlr Price</b> | <b>Appr Freight</b> |
| 1.00            | \$11.12               | \$15.87             |

**Notes**

Part cost adjusted to amount invoiced on sales order S5340722.

**Labor****Line# 4**

|                                     |                                                                         |
|-------------------------------------|-------------------------------------------------------------------------|
| <b>Operation Code</b>               | <b>Operational Description</b>                                          |
| 30-92-15-16-003391                  | Wall Stud - Interior/Interior Miscellaneous/Repair or Replace/Structure |
| <b>Complaint, Cause, Correction</b> |                                                                         |

Original Note : bhoffman@americanrvcenter.com, 2025-12-11 11:31:07 :: THE BATHROOM DOOR IS LOWER ON THE OFF-HENGE SIDE AT THE TOP. The board behind the plastic trim molding had a bad spot where the door hinge was screwed in. I found that both top screws had nothing holding them in the wall. I removed the screws and tried using wall anchors. The wall anchors did not hold at all. I removed the door. I removed the plastic trim. I found that the inner wall board had a knot around the area of the hinge. I had to pull the wall board off on the edge. I added a 2x4 block on the back side of the door frame. I was able to put the trim back up and mount the door to the door frame again. I replaced the upper door hinge screws with 2-1/2" screws. The new screws are now going all the way into the new 2x4 block inside the wall. I also spaced the striker plate out a little to get the door to latch better. I stapled the plastic trim back to the wall as needed to hold it in place.

|               |                    |      |                      |          |
|---------------|--------------------|------|----------------------|----------|
| <b>Model#</b> | <b>Dlr Sub Hrs</b> | 2.00 | <b>Sub Labor Amt</b> | \$370.00 |
|---------------|--------------------|------|----------------------|----------|

|                |                 |      |                       |          |
|----------------|-----------------|------|-----------------------|----------|
| <b>Serial#</b> | <b>Appr Hrs</b> | 2.00 | <b>Appr Labor Amt</b> | \$370.00 |
|----------------|-----------------|------|-----------------------|----------|

**Notes**

AUTHORIZED AS REQUESTED

**Labor****Line# 5**

|                                     |                                                                   |
|-------------------------------------|-------------------------------------------------------------------|
| <b>Operation Code</b>               | <b>Operational Description</b>                                    |
| 60-141-24-00-001616                 | Shower Drain - Plumbing/Shower, Tub Surround/Repair/No Tread Code |
| <b>Complaint, Cause, Correction</b> |                                                                   |

Original Note : bhoffman@americanrvcenter.com, 2025-12-11 11:33:38 :: CUSTOMER ADVISES THAT WATER POORS OUT FROM UNDER THE DOOR WHEN TAKING A SHOWER. I checked the all of the sealer around the shower and it all looks good. I check the drain under the shower and found that it was loose. I tightened the drain and drain check valve. I could not find anything else wrong with the system. The system will need to be de-winterized to check for water leaks. It will have to be winterized again afterwards. We found out that the shower leak is from the shower door track. Customer states that when they fill the shower door track up with water, it leaks out onto the floor. I removed the insert trim from both sides. A sealed up the lower sections on both sides. A sealed up along the side of the door track. I cleaned out excess silicone from the drain holes. I reinstalled the insert trim on the two sides. I sealed up the bottom edge of the insert trim. There are no other possible openings that can be sealed.

|               |                    |      |                      |          |
|---------------|--------------------|------|----------------------|----------|
| <b>Model#</b> | <b>Dlr Sub Hrs</b> | 0.80 | <b>Sub Labor Amt</b> | \$148.00 |
|---------------|--------------------|------|----------------------|----------|

|                |                 |      |                       |          |
|----------------|-----------------|------|-----------------------|----------|
| <b>Serial#</b> | <b>Appr Hrs</b> | 0.80 | <b>Appr Labor Amt</b> | \$148.00 |
|----------------|-----------------|------|-----------------------|----------|

**Notes**

AUTHORIZED AS REQUESTED

**Labor****Line# 6**

|                       |                                |
|-----------------------|--------------------------------|
| <b>Operation Code</b> | <b>Operational Description</b> |
|-----------------------|--------------------------------|

20-66-01-16-000689

Assist Door Handle - Folding - Exterior/Entry Doors/Replace/Structure

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-11 11:34:51 :: THE DOOR KNOB ON THE BATHROOM DOOR IS NOT VERY SECURE. Screws were loose on door handle I tightened up the screws on the door handle.

Model#

Dlr Sub Hrs0.20Sub Labor Amt\$37.00

Serial#

Appr Hrs0.20Appr Labor Amt\$37.00

Notes

|           |                 |            |          |                 |            |
|-----------|-----------------|------------|----------|-----------------|------------|
| Submitted | Labor Amt       | \$1,036.00 | Approved | Labor Amt       | \$1,036.00 |
|           | Parts & Freight | \$96.55    |          | Parts & Freight | \$94.67    |
|           | Total           | \$1,132.55 |          | Total           | \$1,130.67 |

DEALER

SIGNATURE

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER

SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.