

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2517832
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CANB6SN301263
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	300 / 300
OWNER INFORMATION		ITEM #	CAT243RBSLE-300
		DEALER RO #	78588
		CLAIM START DATE	12/04/2025
		CLAIM END DATE	01/01/1900
Retail Date of Purchase		WARRANTY EXPIRATION DATE	

Claim Line Details

Labor

Line# 1	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, 2025-12-04 08:22:25 :: THE FIREPLACE AND MICROWAVE WILL NOT WORK 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 .	
Model# na	Dlr Sub Hrs	1.50
	Sub Labor Amt	\$277.50
Serial# na	Appr Hrs	1.50
	Appr Labor Amt	\$277.50
	Notes	
	PLEASE UPDATE THE REGISTRATION AS THE NOTES STATE THIS IS RETAIL OWNED BUT THE REGISTRATION DOES NOT REFLECT THAT.	
	this unit is a stock unit we had to rob the transfer switch out of and it didnt work this is ref to claim 2509417	
	we had 2 units that had a bad transfer switch on it	
	AUTHORIZED AS REQUESTED	

Labor

Line# 2	Operation Code	Operational Description
	10-7-02-00-002744	Lippert Solid Step - Frame & Chassis/Manual Entry Step/Adjust/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:42:49 :: THE STEPS ARE NOT INSTALLED RIGHT The door will not close with steps down. The steps are sticking out 1 inch further than they should. I unscrewed the steps from the floor. I folded the steps out and set them in the right place. I installed the 2 screws on the edges of the hinges. I folded the steps back up and installed the remaining screws. I set the latch to lower the steps. I tested the steps and the door now works with the steps as they should.	
Model#	Dlr Sub Hrs	0.20
	Sub Labor Amt	\$37.00
Serial#	Appr Hrs	0.20
	Appr Labor Amt	\$37.00
	Notes	
	Authorized as requested	

Labor

Line# 3	Operation Code	Operational Description
	20-66-01-00-000676	Entry Door Hold Back - Exterior/Entry Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:43:52 :: THE LOWER HOLDBACK FOR THE BEDROOM DOOR IS BROKEN. Sliding door hold back pin is been broken. I ordered a new sliding door hold back.

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$37.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$18.50

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO FLAT RATE
THE REQUESTED REPAIR CAN BE COMPLETED IN THE FLAT RATE TIME ALLOTTED

Labor**Line# 4**

Operation Code	Operational Description
30-100-24-00-001056	Backsplash - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:47:55 :: THE BACK SPLASH IS PEELING OFF BEHIND THE STOVE TOP The back splash behind the stove has come off of the wall. I removed the back splash and cleaned off the glue from the back of it. I placed new 3M tape on the back side of the back splash and reinstalled it behind the stove top. I put the wood corner trim back in the corner. I sealed up the counter and corner with silicone. Add a staple in between every other grout line on the backsplash along the exposed edges to prevent them from being pulled off again.

Model#	Dlr Sub Hrs	0.60	Sub Labor Amt	\$111.00
Serial#	Appr Hrs	0.40	Appr Labor Amt	\$74.00

Notes

EXCESSIVE AMOUNT REQUESTED. CHANGED TO FLAT RATE
THE REQUESTED REPAIR CAN BE COMPLETED IN THE FLAT RATE TIME ALLOTTED

Labor**Line# 5**

Operation Code	Operational Description
20-58-12-00-004601	Lower Radius Metal Trim - Exterior/Metal, Aluminum Siding/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:48:33 :: THE EXTERIOE CORNERE TRIM ON THE OFF DOOR REAR CORNER IS COMING LOOSE. The rear outside corner trim is not covering the edge of the siding. I removed the insert trim from the lower rear corner and found that the screw head had snapped off holding the corner trim on. I installed 2 new screws and put the insert trim back on. I sealed the lower corner back up with silicone.

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

Notes

Authorized as requested

Labor**Line# 6**

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, 2025-12-12 15:49:39 :: THE DOOR SIDE FRONT SILICONE IS NOT SEALING PROPERLY I found that the sealer was pulling away from the wall on the front right corner. I sealed the lower front corner were the factory sealer had pulled away.

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$37.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$37.00

Notes**Labor****Line# 7**

Operation Code	Operational Description
30-100-02-00-003062	Cabinet Door Hinge or Latch, each - Interior/Cabinetry/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:50:54 :: THE VANITY MIRROR LATCH IS NOT HOLDING MIRROR IN PLACE The vanity mirror latch is loose. Sometimes the mirror will not latch at all. The screw holes had been stripped out. I installed 2 new pan head screws that are a little larger. This is holding the latch in place.

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$18.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$18.50

Notes

Labor

Line# 8

Operation Code
30-95-24-00-000958

Operational Description
Booth Structure - Interior/Dinette/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:56:09 :: THE TRIM ON THE EDGE OF THE DINING BENCH IS NOT SECURED PROPERLY The trim on the side of dinette is not secure. I removed the side lether wrapped trim from from the dinette. I found that the plastic trim was stapled. But all of the staples had not hit the center of the back board. 3 of the factory staples had grazed the side of the board. I stapled the plastic trim in place and reinstalled the lether wrapped trim.

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$37.00
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Serial#	Appr Hrs	0.20	Appr Labor Amt	\$37.00
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Notes

Authorized as requested

Labor

Line# 9

Operation Code
10-16-01-00-000267

Operational Description
Happijac Folding Bed Pin, each - Frame & Chassis/Electric Bed Lift (HappiJac)/
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-12-12 15:57:43 :: THE CARGO RACK ON THE BACK OF THE TRAILER IS MISSING A PIN Rear storage gate is missing one of the flat head pivot pins. I ordered a new pin and clip

Model#	Dlr Sub Hrs	0.05	Sub Labor Amt	\$9.25
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Serial#	Appr Hrs	0.05	Appr Labor Amt	\$9.25
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Notes

Submitted	Labor Amt	\$619.75	Approved	Labor Amt	\$564.25
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$619.75		Total	\$564.25

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.