

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2132461
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FESB6RW028851
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	320 / 320
OWNER INFORMATION		ITEM #	FET274RKS-320
JEFFREY VANDIVER		DEALER RO #	75380
7544 GEORGIA LN		CLAIM START DATE	11/23/2024
Newburgh, IN 47630		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	09/09/2024	WARRANTY EXPIRATION DATE	09/09/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	60-141-12-00-001592	Tub Surround to Wall, each section - Plumbing/Shower, Tub Surround/Resecure or Tighten/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:24:33 :: CUSTOMER ADVISES THAT THERE IS A LEAK AT THE RIGHT SIDE OF THE SHOWER IN THE FLOOR. CUSTOMER THINKS THAT IT MAY BE LEAKING UNDER THE SHOWER. Shower was not sealed proper Turned the shower on with the door closed to the corner. Sprayed water towards the right side of the shower where the customer said it leaked. While water was sprayed, water was coming from under the shower pan. The was a weep hole where the water was leaking thru. Filled the weep hole with silicone to stop the leak. After the silicone was dry checked again for a leak. No more leaks thru the area.			
	Model#	Dlr Sub Hrs	0.40	Sub Labor Amt \$68.00
	Serial#	Appr Hrs	0.10	Appr Labor Amt \$17.00
	Notes			
	spot seal shower door frame = 0.10			

Labor

Line# 2	Operation Code	Operational Description		
	20-66-02-00-000664	Entry Door - RV - Exterior/Entry Doors/Adjust/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:28:08 :: CUSTOMER ADVISES THAT THE ENTRY DOOR IS WARPED. CUSTOMER HAS TO PULL DOOR VERY HARD TO GET IT TO CLOSE WHEN ATTEMPTING TO CLOSE IT FROM THE INSIDE. Entry door is difficult to close. Inspected the entry door as it closes and opens, checked the door from the inside and outside when it latches. When closing the entry door from the inside, the door had to be slammed excessively to get it to catch. Used a block of wood and placed between the door frame and the door then pushed on the door till the door shut as it should. Did check the door lock and latch plate for tight screws and alignment to each other.			
	Model#	Dlr Sub Hrs	0.30	Sub Labor Amt \$51.00
	Serial#	Appr Hrs	0.30	Appr Labor Amt \$51.00
	Notes			

Labor

Line# 3	Operation Code	Operational Description		
	30-100-01-00-001053	Closet Clothes Rod - Interior/Cabinetry/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:29:22 :: CUSTOMER ADVISES THAT THE CLOTHING ROD IN THE CLOSET FELL DOWN. Close hanger fell off the ceiling in the closet Checked for the closet that had the missing close hanger. After searching the camper found the close hanger in the dinette seat behind pillows. Mounted the close hanger with more than 2 screws as the factory did.			

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$51.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$34.00

Notes
reinstall cloths rod = 0.20

**Labor
Line# 4**

Operation Code	Operational Description
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:30:22 :: CUSTOMER ADVISES THAT THERE IS A WRINKLE IN THE FLOORING FROM THE FIREPLACE TO THE WALL BY THE RECLINER.. Linoleum has a crease Took pictures of the flooring. Used a heat gun to massage the flooring down but will not stay down. Want a fix for this wrinkle. PLEASE ADVISE ON FIXING THIS ISSUE

Model#	Dlr Sub Hrs	15.00	Sub Labor Amt	\$2,550.00
Serial#	Appr Hrs	30.00	Appr Labor Amt	\$5,100.00

Notes
when pushing on the wrinkle is it soft or hard? Is this the only wrinkle?
SOME PARTS ARE HARD AND SOME ARE SOFT IN THE SAME WRINKLE
repair and overlaylinoileum:

Process for prepping and overlaying the linoleum.
Loosen the face frames of the kitchen base cabinets and refer cabinet, as well as any others that may be at floor level and shim them up, and remove then reinstall the sliding doors and hinged passage doors, and toilet.
You will need to cut 6" wide strips the length of the ripple, and remove this strip. (3 inches on each side of ripple)
Using a palm sander, sand the decking smooth and level then clean up well. Use a 6" strip of the new lino. to spray glue in the piece to make it flush with the existing lino. This is just a filler, so it does not matter if pattern matches. Repeat this with all the ripples.
Take your measurements throughout the unit to cut the new lino. out. Slide outs can be hyper extended to get under them.
Once you have the lino. cut (cutting a little bigger is ok...trimming is easier than trying to cover up), You should be ready to overlay the existing lino. The lino. edge will go under the face frames which will hold it down. You can use glue around the edges to hold the new lino. to the old. The shower base is the same. Remove the access panel and you can remove any screws and use a small pry bay and gently lift enough to get the lino. under it. This helps hide any seams and keep it held down.

I will order and have sent to you at no charge the linoleum and several pieces of trim to use if needed

**Labor
Line# 5**

Operation Code	Operational Description
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:31:13 :: CUSTOMER ADVISES THAT THE SLIDE ROOM FLOOR COVERING IS NOT LAYING FLAT. Flooring is curling up Took picture of the floor not laying flat. Used a heat gun to soften the flooring and massage the flooring to help it lay down.

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

Notes
lift up linoleum edge - is there a flap on the bottom of the linoleum? If so please cut the underflap off so that about a 1 inch piece is left and apply adhesive to the under flap and stick it to the bottom of the linoleum - adhesive or double sided tape; use heat gun to relax the linoleum

**Labor
Line# 6**

Operation Code	Operational Description
60-136-12-00-001500	Fitting - Plumbing/Fresh Water Supply/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:31:51 :: CUSTOMER ADVISES THAT THE TOILET IS LEAKING ON THE FLOOR. Water line connection to the toilet valve Connected the hose to the city water connection. Flushed the toilet 3 times to get the air out of the line and noticed water dripping. Flushed the toilet more to locate the leak. Found the leak wre the water line connections to the toilet valve. Checked the

tightness of the water line. Water line was loose and water was dripping from. Took a picture of the leak. Tightened the water line to the toilet valve. No more leaks occurred.

Model# Dlr Sub Hrs 0.30 Sub Labor Amt \$51.00
 Serial# Appr Hrs 0.20 Appr Labor Amt \$34.00

Notes

locate leak and tighten fitting- see repair code 60-136-12-00-001500 = 0.20

Labor

Line# 7

Operation Code Operational Description
 10-9-01-00-000158 Stabilizer Jack - Bolt On, each - Frame & Chassis/Levelers, Underbelly/Replace/
 No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:32:54 :: CUSTOMER ADVISES THAT THE STABILIZER JACKS DO NOT CRANK ALL THE WAY UP. Jack are very difficult to turn Expanded the 4 stability jacks but when retracting the stability jacks they are difficult to close. When extending the stability jacks it is difficult. Used lubricant spray but didn't help. Extended the stability again and retracted but nothing changed as the stability jacks are still difficult to close.

Model# Dlr Sub Hrs 1.20 Sub Labor Amt \$204.00
 Serial# Appr Hrs 0.80 Appr Labor Amt \$136.00

Notes

All information has been sent to the vendor for their review and authorization. Please do not reply to this as we will update the claim accordingly once we hear back from the vendor R&R 4 stabilizer jacks as per vendor; correct code for replacing the bolt on stabilizer jack is 10-9-01-00-000158

Labor

Line# 8

Operation Code Operational Description
 30-102-01-00-002691 Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Replace/No
 Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-11-23 14:34:04 :: CUSTOMER ADVISES THAT THERE ARE PIN HOLES IN THE TOP OF THE NIGHT STAND IN THE BEDROOM. The pin hole is a hole from a screw. Took pictures of the night stand with a pin hole. Looks that there was a screw in it at some point. Has a clear filler over the hole but still is noticeable. New piece of paneling is required.

Model# Dlr Sub Hrs 1.50 Sub Labor Amt \$255.00
 Serial# Appr Hrs 0.00 Appr Labor Amt \$0.00

Notes

damage to night stand not noted in unit file; DPU on 12-4-2023; No DAF was uploaded to Dealer connect within 24 hours of unit being delivered to dealership, and damage was not noted/ reported to Coachmen Dealer Connect during the 3 day secondary inspection period from date of delivery as required in The Forest River Way guidelines.; damage not noted before retail sale on 9/9/2024

Submitted	Labor Amt	\$3,315.00	Approved	Labor Amt	\$5,457.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$3,315.00		Total	\$5,457.00

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.