

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497
 GREENEWAY INC
 DBA GREENEWAY RV SALES & SERVICE
 8220 STATE HWY 13 SOUTH
 WISCONSIN RAPIDS, WI 54494
 USA

CLAIM STATUS Paid
 CLAIM 1850318
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2PUNB7P4018079
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 425 / 425
 ITEM # PUT24FBSC-425
 DEALER RO # 10076B
 CLAIM START DATE 03/15/2024
 CLAIM END DATE 06/10/2024

Labor rate: \$115.00

OWNER INFORMATION

DAVID HUFF
 1131 90th St S
 Wisconsin Rapids, WI 54494
 USA

Retail Date of Purchase 03/12/2024 WARRANTY EXPIRATION DATE 03/12/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 10-6-01-11-000114 Power Tongue Jack Motor Switch - Frame & Chassis/A-Frame, Tongue Jack & Coupler Assembly/Replace/Electrical

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 08:37:59 :: COMPLAINT: both electric jacks are inop
 CAUSE:The wires in back of both switches connections were loose CORRECTION:Removed switch covers and screws holding switch in found connections loose on both rocker switches pushed connectors in firmly in place and works . I then also pushed wires up into the under belly and spray foamed the holes to seal

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes
 paid on claim 1857303

Labor

Line# 2 **Operation Code** **Operational Description**
 60-140-19-00-001573 Sink - Plumbing/Bathroom (Lavatory) Sink/Reseal/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 08:40:50 :: complaint:bath sink is loose the clamps that hold sink into place are laying on the shelf beneath cause:Improper install from mfg correction:Removed sink completely then used construction adhesive to secure sink to countertop taped until dried

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$57.50

Notes
 labor to R/RI

Labor

Line# 3 **Operation Code** **Operational Description**
 60-139-12-00-001560 P-Trap - Plumbing/Kitchen (Galley) Sink/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 08:44:17 :: complaint:ptrap disconnected completely under bath sink cause:Mfg left ptrap unscrewed correction:Screwed into place

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$11.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

Labor

Line# 4 **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 : bkorte@greenewayrv.com, 2024-03-15 08:46:51 :: complaint:the slideroom has allowed water into unit cause:Missing stop and or no silicone correction:Put a bit of silicone in each track to stop from water getting into unit

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$23.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$23.00

Notes

Labor

Line# 5

Operation Code

10-11-24-00-000207

Operational Description

Slide Out Corner Block - Frame & Chassis/Slide Out System-Seals/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 09:01:55 :: COMPLAINT:exterior of slide has no sealant. On the schwintek track its missing the small blocks on the system that stops water from running down track and into unit CAUSE:Missing sealant or block CORRECTION:Used a bit of sealant at end of tracks on slide rooms

Model# Dlr Sub Hrs 0.10 Sub Labor Amt \$11.50

Serial# Appr Hrs 0.10 Appr Labor Amt \$11.50

Notes

Labor

Line# 6

Operation Code

60-139-01-00-001564

Operational Description

Sink Drain Hose - Plumbing/Kitchen (Galley) Sink/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 09:47:32 :: COMPLAINT:leaks from both water lines going up to the bath faucet CAUSE:Mfg CORRECTION:The one hose had no washers in it ran to ace to get new hose. other connections were really loose

Model# Dlr Sub Hrs 0.30 Sub Labor Amt \$34.50

Serial# Appr Hrs 0.30 Appr Labor Amt \$34.50

Notes

Labor

Line# 7

Operation Code

70-506-19-00-001854

Operational Description

Exterior Refrigerator Vent - Appliances/Refrigerator/Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 09:51:17 :: COMPLAINT:the refer tab on outer compartment is broken after the fact of replacing the clip I also found that one bottom tab is missing CAUSE:Broken tab from mfg CORRECTION:First installed new tab then found the refer door was missing a tab at bottom so replaced with new from parts

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$23.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$23.00

Notes

Labor

Line# 8

Operation Code

30-100-01-00-001035

Operational Description

Cabinet Door - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 09:54:21 :: COMPLAINT:cabinet door above sofa left when looking at sofa the glass has a crack in it CAUSE:Cracked glass please order the cabinet door 21x 10 tall CORRECTION: ORDER NEW CABINET DOOR

Model# Dlr Sub Hrs 0.40 Sub Labor Amt \$46.00

Serial# Appr Hrs 0.40 Appr Labor Amt \$46.00

Notes

Part

Line# 1

Item #

F100182441

Description

DOOR, CABINET, CURIO 21" X 10" CHILLOUT DRIFT, WRAPPED, XLE ONLY, 2021

Model #		Serial #		Part tag	
Sub Qty	1.00	Sub Dlr Price	\$18.71	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$18.71	Appr Freight	\$0.00

Notes

Labor Line# 9

Operation Code 30-100-36-00-001049
Operational Description Cabinet End Panel - Interior/Cabinetry/Touch Up/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 09:56:18 :: COMPLAINT:The corner beneath radio where water got into unit from slide rails not being sealed is discolored and staple holes look a bit swollen CAUSE: WATER DAMAGE CORRECTION:Cleaned area then used paint pen to cover the missing paint from batten trim put 3 layers on then filled holes with putty

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$11.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

Labor Line# 10

Operation Code 10-11-24-00-000207
Operational Description Slide Out Corner Block - Frame & Chassis/Slide Out System-Seals/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 09:59:50 :: COMPLAINT:the slide still has water coming in found a large unsealed area on each side of slideroom CAUSE:The cups that hold / divert water are not sealed so if they get water in them the water comes out of the unsealed gap in both cups leads to water on floor CORRECTION:Cleaned area then used clear sealant to seal

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$11.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

Labor Line# 11

Operation Code 60-137-01-00-001513
Operational Description Thetford Seat & Cover - Plumbing/Toilet (Thetford)/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 10:02:20 :: COMPLAINT:SCUFF IN TOILET SEAT COVER TRIED CLEANING OFF AND IT IS INDENTED IN THE PLASTIC OF THE SEAT. CAUSE:SCUFF IN TOILET SEAT COVER CORRECTION:

Model# DOMTEC	Dlr Sub Hrs	0.25	Sub Labor Amt	\$28.75
Serial# J	Appr Hrs	0.25	Appr Labor Amt	\$28.75

Notes

The pictures provided on this repair line do not show the problem described in the Complaint, Cause, & Correction. Please attach pictures if available that show the problem. If they are not available, use the Comment box in the Feedback overlay to state so before acknowledging the line.

This is being approved on line 13. Duplicate request for payment.

Labor Line# 12

Operation Code 30-102-24-00-003061
Operational Description Ceiling Panel - Touchup - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 10:12:17 :: COMPLAINT:CEILING MAIN AREA PUTTY MARKS CAUSE:Mfg left excess putty and nails protruding from ceiling CORRECTION:Tapped nails into place and used putty to fill them wiped with Morpheus oil soap

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$172.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

flat rate

Labor

Line# 13 **Operation Code** **Operational Description**
 60-137-01-00-001513 Thetford Seat & Cover - Plumbing/Toilet (Thetford)/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-04-10 11:55:44 :: COMPLAINT: ADDED TO WO WHEN DROPPED OFF SCUFF IN TOILET SEAT COVER. TRIED CLEANING OFF AND IT IS INDENTED IN THE PLASTIC OF THE SEAT. CAUSE: SCUFF IN TOILET SEAT CORRECTION: NEW TOILET SEAT

Model# THEFORD **Dlr Sub Hrs** 0.25 **Sub Labor Amt** \$28.75
Serial# 31843 **Appr Hrs** 0.25 **Appr Labor Amt** \$28.75

Notes

Part

Line# 1 **Item #** **Description**
 F100368165 TOILET PART: SEAT & LID ONLY FOR THETFORD 31843 TOILET - WHITE / 31856

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$60.39	Sub Freight \$0.00
Appr Qty 1.00	Appr Dlr Price \$60.38	Appr Freight \$0.00

Notes

Submitted	Labor Amt	\$517.50	Approved	Labor Amt	\$299.00
	Parts & Freight	\$79.10		Parts & Freight	\$79.09
	Total	\$596.60		Total	\$378.09

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.