

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 1850572
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUH21PP098036
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT32BHFS
 DEALER RO # 10087B
 CLAIM START DATE 03/15/2024
 CLAIM END DATE 06/24/2024

Labor rate: \$115.00
 OWNER INFORMATION

Retail Date of Purchase WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 30-102-01-00-001101 Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/
 Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 10:35:52 :: COMPLAINT:ODS MIDDLE SLIDE FRONT SLIDE FACIA HAS WATER DAMAGE CAUSE:Water leak. Please order a white in color 6 1/4 " wide x 68" tall slide fascia and the black outer l corner for outside edge of the fascia board pic taken of front and side The side of black corner is 1 3/4" and front is 3/4" CORRECTION: ORDER NEW FACIA

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

Notes

Part

Line# 1	Item #	Description			
	F100208318	FASCIA SLIDE OUT, 6" X 68" (LEGS) PRESTON SNOW			
	Model #	Serial #	Part tag		
	Sub Qty	1.00	Sub Dlr Price	\$11.65	Sub Freight \$16.01
	Appr Qty	1.00	Appr Dlr Price	\$11.65	Appr Freight \$16.01

Notes

Labor

Line# 2 **Operation Code** **Operational Description**
 30-102-01-00-001101 Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/
 Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-15 10:39:55 :: COMPLAINT:DS SLIDE FACIA HAS WATER DAMAGE BOTH SIDES (WATER APPEARS TO BE DRIPPING ONTO THE HINGE OF THE REFRIGERATOR) CAUSE:Water damage from room not sealing and lower rear section of slide facia on back side is not completely covered in rubber to seal wood from water intrusion. . Please order 2 68" tall x 6 1/4" wide facia boards. Also 4 white batten strips about 3/4" wide and 2 exterior outside corner trim black on ends of slide fascias 1 3/4"wide outer corner width and front is 3/4" wide pics take will also need to rewrap wood structure behind facia on both sides to seal off. labor for 2 fascia replacements and additional 2 hours requested to rewrap board behind facia. correction:order new fascia

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

Notes

Part

Line# 1	Item #		Description			
	F100207654		MOLDING, BATTEN, #195, 7/8" X 96" PRESTON SNOW			
	Model #		Serial #		Part tag	
	Sub Qty	4.00	Sub Dlr Price	\$8.01	Sub Freight	\$29.15
	Appr Qty	4.00	Appr Dlr Price	\$8.01	Appr Freight	\$29.15

Notes

Line# 2	Item #		Description			
	F100278275		TRIM, FASCIA SLIDE OUT, "L" OSC 1-3/4" X 97" STIPPLE SAND BLACK			
	Model #		Serial #		Part tag	
	Sub Qty	2.00	Sub Dlr Price	\$15.70	Sub Freight	\$0.00
	Appr Qty	2.00	Appr Dlr Price	\$15.70	Appr Freight	\$0.00

Notes

Line# 3	Item #		Description			
	F100208318		FASCIA SLIDE OUT, 6" X 68" (LEGS) PRESTON SNOW			
	Model #		Serial #		Part tag	
	Sub Qty	2.00	Sub Dlr Price	\$23.30	Sub Freight	\$32.60
	Appr Qty	2.00	Appr Dlr Price	\$23.30	Appr Freight	\$32.60

Notes

Labor

Line# 3	Operation Code	Operational Description		
	30-103-01-00-001129	Floor Register - Interior/Flooring/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bkorte@greenewayrv.com, 2024-03-15 10:43:06 :: complaint:-LIVING AREA FLOOR VENT REAR CRACKED cause:Over torqued screw in floor vent causing it to crack. Please order 11 3/4" long x 4"w grey floor vent pic taken correction need new floor vent			
	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		
	30-100-01-00-001050	Cabinet Stiles - Interior/Cabinetry/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bkorte@greenewayrv.com, 2024-03-15 10:46:21 :: complaint:Stile beneath refer is discolored from water leak and the stile to left of refer is cracked at the bottom CAUSE:Water leak CAME IN TOP CORNER AND WAS REPAIRED ON DIFFERNT LINE WHEN I SEALED THE TOP CORNERS OF ALL THE SLIDEOUTS. THIS LINE IS TO REPAIR THE STILES FROM WATER DAMAGE please order 2 -3" wide stiles white in color and 2-2" wide stiles pics taken ALL 8' FULL LENGTH ALSO PLEASE ORDER 6" WIDE TAPE ROLL (FOR FUTURE) THAT MAY BE USED TO COVER AREA NOT SWELLED BUT DAMAGED. CORRECTION ORDER NEW STILES			
	Model#	Dlr Sub Hrs	0.00	Sub Labor Amt \$0.00
	Serial#	Appr Hrs	0.50	Appr Labor Amt \$57.50

Notes

no labor requested

how many stiles in total are damagrnd?

From reading the notes, it looks like total of 4 are damaged and as far as labor we have listed for 1/2 hour

per claim notes

Part

Line# 1	Item #		Description			
	F100226493		SEAM TAPE, 6" X 150' PRESTON SNOW			
	Model #		Serial #		Part tag	
	Sub Qty	25.00	Sub Dlr Price	\$21.45	Sub Freight	\$0.00
	Appr Qty	25.00	Appr Dlr Price	\$21.45	Appr Freight	\$0.00

Notes

Line# 2	Item #		Description			
	F100207650		STILE, SQUARE, 3" X 8', PRESTON SNOW			
	Model #		Serial #		Part tag	
	Sub Qty	2.00	Sub Dlr Price	\$23.97	Sub Freight	\$0.00
	Appr Qty	2.00	Appr Dlr Price	\$23.97	Appr Freight	\$0.00

Notes

Line# 3	Item #		Description			
	F100207619		STILE, SQUARE, 2" X 8', PRESTON SNOW			
	Model #		Serial #		Part tag	
	Sub Qty	2.00	Sub Dlr Price	\$17.24	Sub Freight	\$0.00
	Appr Qty	2.00	Appr Dlr Price	\$17.24	Appr Freight	\$0.00

Notes

Labor

Line# 5	Operation Code		Operational Description			
	10-11-01-00-000208		Slide Out Slip On D-Seal - Frame & Chassis/Slide Out System-Seals/Replace/No Tread Code			
	Complaint, Cause, Correction					
	Original Note : bkorte@greenewayrv.com, 2024-03-15 11:44:48 :: COMPLAINT:leaks coming from exterior of unit slide seals CAUSE:Exterior slide seals at the top of slide rooms had huge open gap at each corner CORRECTION:I used left over clear silicone to seal the top of slide room seals and the wall did this on all slide rooms 4 total					
	Model#		Dlr Sub Hrs	0.30	Sub Labor Amt	\$34.50
	Serial#		Appr Hrs	0.30	Appr Labor Amt	\$34.50

Notes

Labor

Line# 6	Operation Code		Operational Description			
	40-108-01-11-001330		Interior GFI - Electrical/110 Volt Interior/Replace/Electrical			
	Complaint, Cause, Correction					
	Original Note : bkorte@greenewayrv.com, 2024-03-15 11:50:41 :: COMPLAINT:GFI KEEPS TRIPPING CLICKING BY ITSELF LIGHT ON IT GOES ON OFF WITH EACH CLICK CAUSE:The GFI is defective also the mfg had the GFI wired incorrectly CORRECTION:I removed the GFI outlet after unplugging unit so there is no power . Installed a new GFI I had wired it same as mfg plugged unit back in and no power going through the outlet I then put wires in proper place and GFI works as it should I then reinstalled GFI test and works as it should					
	Model#		Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
	Serial#		Appr Hrs	0.50	Appr Labor Amt	\$57.50

Notes

Part

Line# 1	Item #		Description			
	USERPART		Dual outlet GFCI W/ cover plate black			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$30.48	Sub Freight	\$0.00
	Appr Qty	1.00	Appr Dlr Price	\$30.48	Appr Freight	\$0.00

Notes

Labor

Line# 7	Operation Code		Operational Description			
	10-13-02-00-000211		Slide Out Room - Frame & Chassis/Slide Out System/Adjust/No Tread Code			
	Complaint, Cause, Correction					
	Original Note : bkorte@greenewayrv.com, 2024-03-15 11:52:29 :: COMPLAINT:the bedroom slide and the ds slide need to be adjusted tight on one side loose on other causing the flap seal on tight side to be almost torn off was to close. CAUSE:Improper alignment of slide room CORRECTION:I adjusted the ds slide and now more centered					

in hole and checks ok

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

Serial# Appr Hrs 0.50 Appr Labor Amt \$57.50

Notes

per request

Labor

Line# 8

Operation Code

20-43-01-00-000833

Operational Description

Cooktop or Grill - Exterior/Exterior Miscellaneous/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 11:55:30 :: COMPLAINT:exterior grill is rusted CAUSE:Grill finish had rust started from exposure CORRECTION:Cleaned off with soap then oiled the grill top

Model# Dlr Sub Hrs 0.00 Sub Labor Amt \$0.00

Serial# Appr Hrs 0.10 Appr Labor Amt \$11.50

Notes

.10 to clean and season grill

Part

Line# 1

Item #

F100226546

Description

REGISTER, GRILL, PLASTIC FLOOR FACE PLATE, GREY, 2-1/4" X 10"

Model #

Sub Qty 1.00

Appr Qty 1.00

Serial #

Sub Dlr Price \$2.81

Appr Dlr Price \$2.81

Part tag

Sub Freight \$0.00

Appr Freight \$0.00

Notes

Labor

Line# 9

Operation Code

60-141-01-00-001575

Operational Description

Shower Faucet - Plumbing/Shower, Tub Surround/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 12:32:08 :: complaint:hardly no water pressure coming from shower faucet cause:The faucet in shower when I turned the handles I could see the hole for water to go through was still closed off some correction:I installed a new faucet from parts and it has very good pressure from cold and hot side so I reinstalled faucet onto the plastic base then reconnected the water lines (I tested pressure before reinstalling) then screwed the base into place and sealed around that with leftover clear sealant from prior job

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

Serial# Appr Hrs 0.40 Appr Labor Amt \$46.00

Notes

per request

attach a photo of the following

The tag on the underside of the faucet, riser, or hose (if tag is not present, take a picture of the underside of the faucet still) and the stamped logo on the exterior of the faucet

Photos have been uploaded. Thank you.

Part

Line# 1

Item #

USERPART

Description

RV shower faucet non-metallic hose connection satin nickel

Model #

Sub Qty 1.00

Appr Qty 1.00

Serial #

Sub Dlr Price \$15.46

Appr Dlr Price \$15.46

Part tag

Sub Freight \$0.00

Appr Freight \$0.00

Notes

Labor

Line# 10

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 12:35:32 :: complaint:panel under ods bunk / sofa in bunk room has a big gouge in it cause:Looks like mfg accidently made a cut in panel correction:I used putty to fill the area unable to see now

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 Operational Description
30-101-24-00-001074 Interior Door Jamb, U-Channel, Casing, Frame - Interior/Interior Doors/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 12:38:46 :: complaint:when entering the bedroom to the right wall is peeling up near floor cause:The door jam had peeled back wall panel when installing the jam correction:reattached the door jam

Model# Dlr Sub Hrs 0.00 Sub Labor Amt \$0.00
Serial# Appr Hrs 0.20 Appr Labor Amt \$23.00

Notes

flat rate to secure

Labor

Line# 12 Operation Code Operational Description
70-151-01-00-001800 Refrigerator Door - Appliances/Refrigerator (House Type)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 12:41:37 :: complaint:front of refer is either scratched or very sticky substance on the bottom refer door cause:not sure what caused the damage on the refer door. I tried scrubbing ,quick solve and kitchen polish nothing is removing this stain. PLEASE ORDER NEW REFER DOOR TOOK PICTURE OF TAG ON INSIDE OF REFER AND PIC OF FULL REFER I ONLY NEED THE BOTTOM PORTION correction: need new door

Model# ever chill Dlr Sub Hrs 0.20 Sub Labor Amt \$23.00
Serial# ec2204122654 Appr Hrs 0.20 Appr Labor Amt \$23.00

Notes

per request

Part

Line# 1 Item # Description
F100159410 REFRIGERATOR, DOOR, GALANZ COLOR, MFR # BCD280, GEN 3
Model # Serial # Part tag
Sub Qty 1.00 Sub Dlr Price \$295.41 Sub Freight \$35.99
Appr Qty 1.00 Appr Dlr Price \$295.41 Appr Freight \$35.99

Notes

Labor

Line# 13 Operation Code Operational Description
30-103-01-00-001129 Floor Register - Interior/Flooring/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 12:47:37 :: complaint:floor vent is cracked in kitchen cause:I over torqued screw in vent from mfg correction:Replaced floor vent and had to replace other In Same room to match we don't have grey

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

Notes

Labor

Line# 14 Operation Code Operational Description
30-92-01-00-001191 Cutting Board - Interior/Interior Miscellaneous/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bkorte@greenewayrv.com, 2024-03-15 12:49:31 :: complaint:The wood cutting board that sits on top of the kitchen sink is very warped cause:Warped from water that had entered unit in slide area Please order cutting board correction:order cutting board

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

Notes

Part							
Line# 1	Item #		Description				
	F100383353		CUTTING BOARD (SINK) , 11-3/4" X 13-1/2" MAPLE #FR4251134131				
	Model #		Serial #			Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$24.24		Sub Freight	\$16.06
	Appr Qty	1.00	Appr Dlr Price	\$24.25		Appr Freight	\$16.06

Notes

Submitted	Labor Amt	\$368.00	Approved	Labor Amt	\$460.00
	Parts & Freight	\$619.54		Parts & Freight	\$619.54
	Total	\$987.54		Total	\$1,079.54

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.