

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 1863894
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUS25RP101869
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT402LFT
 DEALER RO # 10132B
 CLAIM START DATE 03/27/2024
 CLAIM END DATE 07/26/2024

Labor rate: \$115.00

OWNER INFORMATION

JILL LOENDORF
 106 WATERMAN AVE
 Tomah, WI 54660
 USA

Retail Date of Purchase 05/14/2024 WARRANTY EXPIRATION DATE 05/14/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 30-102-01-00-001096 Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/
 Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 14:49:25 :: COMPLAINT: Trim molding at front of unit was cut too short and jagged CAUSE: Mfg improper install CORRECTION: Had to remove sofa to get to the top corner I cut the molding and it looked bad so I found a outer corner cut 2 - 4 chunks and pin nailed to edge of front trim to cover the mfg mistake

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

Notes

Labor

Line# 2 **Operation Code** **Operational Description**
 20-66-01-00-000666 Window Trim - Exterior/Entry Doors/Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 14:54:07 :: COMPLAINT: window trim has a gap behind the dining table CAUSE: Gap installed this way from mfg CORRECTION: Used a touch of black silicone to fill the gap

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$23.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

flat rate to add a bead of silicone per photos

Part

Line# 1 **Item #** **Description**
 USERPART 0807.2008 Novaflex sealant black

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$14.17	Sub Freight \$0.00
Appr Qty 1.00	Appr Dlr Price \$14.17	Appr Freight \$0.00

Notes

Labor

Line# 3 **Operation Code** **Operational Description**
 30-101-24-00-001079 Sliding, Pocket Door Track - Interior/Interior Doors/Repair/No Tread Code

Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:00:05 :: COMPLAINT: slider door to wash machine area in bedroom the glide came out of track CAUSE: Mfg installed hinge to close which allowed the glider part to

come off the hinge, was ripped out of wall but still attached to the door CORRECTION: Drilled holes further out installed anchors into holes then attach hinge to wall. It cannot slide off of the track now, I also put self tapper at top of glide to ensure that it does not come off

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

Notes

Labor

Line# 4

Operation Code	Operational Description
30-104-01-00-001206	Shades - Interior/Cushions, Dinette, Mattress, Curtains/Replace/No Tread Code
Complaint, Cause, Correction	
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:03:33 :: complaint: Loose strings in front shades of unit cause:Loose strings on the front window shades correction:I cut the strings off and used heat to stop from the string beginning to unravel again	

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	Operational Description
30-104-01-00-001206	Shades - Interior/Cushions, Dinette, Mattress, Curtains/Replace/No Tread Code
Complaint, Cause, Correction	
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:08:31 :: complaint:Hallway shade has an area where backer is missing can see through shade in that area cause:From mfg damaged correction:Used white silicone to put on the back of shade to match backing then a dab of black on front to match the fabric looks as it should now no visible hole	

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$23.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

flat rate to touch up

Labor

Line# 6

Operation Code	Operational Description
30-100-02-00-001044	Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code
Complaint, Cause, Correction	
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:10:32 :: complaint:patio door track has a dent cause:Bent from mfg this way correction:Used wood and hammer to straighten out the bent metal	

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

Notes

Labor

Line# 7

Operation Code	Operational Description
30-102-24-00-001094	Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code
Complaint, Cause, Correction	
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:12:45 :: complaint:hallway panel is installed in such a way that the 2 panels that meet one is out further cause:Mfg correction:I am noting this. nothing to be done at this time so if cust notices it its been noted	

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

Notes

unit file noted per dealer request

Labor

Line# 8

Operation Code	Operational Description
30-101-36-00-001076	Hinged Passage Door - Interior/Interior Doors/Touch Up/No Tread Code
Complaint, Cause, Correction	
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:14:20 :: complaint:Top of bath door is dented in a bit cause:Mfg correction:Used a wood marker to cover the unfinished dent	

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

Notes

Labor

Line# 9 Operation Code Operational Description
70-162-01-00-001955 Oven Door Handle - Appliances/Range (Magic Chef)/Replace/No Tread Code
Complaint, Cause, Correction
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:21:09 :: complaint:oven door handle is dented
cause:Dented on arrival from mfg correction:need new handle

Model# greystone cf-fs60 Dlr Sub Hrs 0.10 Sub Labor Amt \$11.50
Serial# 03220600486 Appr Hrs 0.00 Appr Labor Amt \$0.00

Notes

where was this noted on the DAF ??
DAF attached.
not noted in DAF

all damages and shortages are to be reported
72 hours of delivery and 60 days to file claim

Labor

Line# 10 Operation Code Operational Description
20-46-02-00-000721 Window - Exterior/Windows/Adjust/No Tread Code
Complaint, Cause, Correction
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:24:44 :: complaint:the upper windows have something
smeared all over them cause:Mfg smeared silicone on glass of windows correction:Used quick solve to remove
silicone on inside of windows

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

Notes

Labor

Line# 11 Operation Code Operational Description
30-91-24-00-000923 Furniture - Sofa or Chairs - Interior/Living Quarters, Sofa, Chair/Repair/No Tread
Code
Complaint, Cause, Correction
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:27:02 :: complaint:couch has a few stains on it
cause:Stains on sofa correction:Used quick solve to remove stains

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

Notes

flat rate dealer goodwill to clean not noted in DAF

all damages and shortages are to be reported
72 hours of delivery and 90 days to file claim

Labor

Line# 12 Operation Code Operational Description
30-103-24-00-001125 Linoleum - Interior/Flooring/Repair/No Tread Code
Complaint, Cause, Correction
Original Note : bkorte@greenewayrv.com, 2024-03-27 15:31:34 :: complaint:unit has a lot of debri all over floors
cause:Mfg debri everywhere correction:Vacuumed up debri throughout unit a lot of metal shavings under slide
rooms

Model# Dlr Sub Hrs 0.00 Sub Labor Amt \$0.00
Serial# Appr Hrs 0.10 Appr Labor Amt \$11.50

Notes

flat rate to clean

this may happen time to time during transport

Labor

Line# 13 **Operation Code** **Operational Description**
 30-100-24-00-001054 Kitchen/Galley Countertop - Interior/Cabinetry/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:33:51 :: complaint. The edge of countertop is scuffed up on the island cause:Mfg correction:Used wet sandpaper to remove the scrapes

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

Notes
 not noted in DAF

all damages and shortages are to be reported
 72 hours of delivery and 90 days to file claim

Labor

Line# 14 **Operation Code** **Operational Description**
 30-91-01-00-000908 Flip or Storage Sofa Bottom & Back Cushion - Interior/Living Quarters, Sofa, Chair/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:37:37 :: complaint:the cushion of sofa on the right has a mark that if I try removing it will peel the fabric cause:Substance in seat cushion is on the right seat cushion is stained from mfg correction: PLEASE ORDER NEW SOFA SEAT

Model#	Dlr Sub Hrs	0.60	Sub Labor Amt	\$69.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes
 Not noted in DAF

all damages and shortages are to be reported
 72 hours of delivery and 90 days to file claim

Labor

Line# 15 **Operation Code** **Operational Description**
 70-150-24-00-002780 Greystone Microwave - Appliances/Microwave/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:40:07 :: complaint:microwave installed a bit crooked DAF cause:Installed crooked from mfg correction:Removed the screws to microwave frame and pushed up on the frame and installed screws while holding it up it now looks level

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

Notes

Labor

Line# 16 **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, 2024-03-27 15:42:34 :: complaint:door jamb came off closet cause:Mfg never secured the jamb correction:I used 2 screws to secure the jamb

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes
 flat rate to resecure

Labor

Line# 17 **Operation Code** **Operational Description**
 30-101-01-00-001092 Sliding, Pocket Door Mirror Trim - Interior/Interior Doors/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:45:24 :: complaint:gap in trim of overhang of lift area cause:Gaps in trim and the overhang of loft correction:I filled the gap from loft overhang with white silicone I also used putty to fill the gaps between 2 trim pieces

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

Notes

Part
Line# 1 **Item #** **Description**
 USERPART 0807.2000 Novaflex Sealant White C
Model # **Serial #** **Part tag**
 Sub Qty 1.00 **Sub Dlr Price** \$11.14 **Sub Freight** \$0.00
 Appr Qty 1.00 **Appr Dlr Price** \$11.14 **Appr Freight** \$0.00

Notes

Labor
Line# 18 **Operation Code** **Operational Description**
 60-142-24-00-003327 Faucet - Plumbing/Miscellaneous Plumbing/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : bkorte@greenewayrv.com, 2024-03-27 15:48:53 :: complaint: Under the shower faucet there is a huge gap beneath it cause:Improper install correction:Removed the 4 screws and adjusted shower faucet base so there is no gapping then used clear silicone to seal around the base
Model# **Dlr Sub Hrs** 0.30 **Sub Labor Amt** \$34.50
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50

Notes

Submitted	Labor Amt	\$425.50	Approved	Labor Amt	\$287.50
	Parts & Freight	\$25.31		Parts & Freight	\$25.31
	Total	\$450.81		Total	\$312.81

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.