

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 1977624
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUG26NP097205
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT31FKRK
 DEALER RO # 10595
 CLAIM START DATE 07/08/2024
 CLAIM END DATE 09/30/2024

Labor rate: \$115.00

OWNER INFORMATION

DARREN WOHLHOEFER
 9609 IDELL AVE
 Sparta, WI 54656
 USA

Retail Date of Purchase 05/31/2024

WARRANTY EXPIRATION DATE

05/31/2025

Claim Line Details

Labor

Line# 1	Operation Code 30-102-24-00-001094	Operational Description Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/ Repair/No Tread Code
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Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-08 16:30:15 :: Complaint: Customer called stating that issues found after unit delivered on 5/31-wallpaper peeling by the left corner of front window over hitch. Cause: In front of the unit by kitchen countertop on the left side is a little bubbled but no water damage, caused from glue letting loose-possible seam tape. Correction: Seam tape repair.

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 # F100132415	Description SEAM TAPE, 1", MELIA PLATINUM
	Model #	Serial #
	Sub Qty 30.00	Sub Dlr Price \$3.90
	Appr Qty 30.00	Appr Dlr Price \$3.90
		Part tag
		Sub Freight \$21.00
		Appr Freight \$21.00

Notes

Labor

Line# 2	Operation Code 60-141-24-00-004307	Operational Description Shower Pan - Plumbing/Shower, Tub Surround/Repair/No Tread Code
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Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-08 16:45:48 :: Complaint: Shower basin has a crack between 2 screws. Cause: Pics and measurements taken there is a crack on the outside lower base of shower pan- would need to completely remove shower pan need 4 hours to remove and repair. Correction: Remove and repair shower pan.

Model#	Dlr Sub Hrs	4.00	Sub Labor Amt	\$460.00
Serial#	Appr Hrs	2.00	Appr Labor Amt	\$230.00

Notes

is crack in surround or base? per photos it is the surround
 The crack is in the basin. Photo has been uploaded and the crack is circled.
 1 hr r/ri door assembly
 1 hr tub pan

per flat rate

Part

Line# 1	Item #		Description			
	60P15867A		SHOWER PAN, 34" RADIUS W/9.5" SKIRT, WHITE			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$120.72	Sub Freight	\$159.39
	Appr Qty	1.00	Appr Dlr Price	\$120.72	Appr Freight	\$159.39

Notes

Line# 2	Item #		Description			
	420-C		CRATING			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$40.00	Sub Freight	\$0.00
	Appr Qty	1.00	Appr Dlr Price	\$40.00	Appr Freight	\$0.00

Notes

we do not pay mark up on crating

Labor

Line# 3	Operation Code	Operational Description
	20-66-02-17-000672	Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch
	Complaint, Cause, Correction	
	Original Note : greeneway@dealer-advisors.com, 2024-07-08 16:53:44 :: Complaint: Customer reports after unit permanently parked the entry doors will not close without slamming. Customer removed striker plate from rear door to get it to close - it is in unit in drawer by the door, or customer may leave on counter. Cause: Pictures taken of entry doors and tags, both striker plates for both doors out of adjustments and need longer screws to secure to framework. Correction: Adjustments made to both striker plates and longer screws were used and doors were tested after repairs.	

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$34.50
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$23.00

Notes

attach photos

did customer repair this?

Photos uploaded. Customer did not repair, they only removed the striker plate as the door would not shut with it on.

flat rate

Labor

Line# 4	Operation Code	Operational Description
	40-196-01-11-001307	LED Light Lens Cover Only - Electrical/12 Volt Interior/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : greeneway@dealer-advisors.com, 2024-07-08 16:58:57 :: Complaint: Customer reports there should be a lens cover over the light in the pantry, but it is missing. Cause: Pictures and measurements taken - the pantry light is missing a cover with button in middle. Correction: Will need a light cover with button in the middle.	

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

Notes

flat rate

Part

Line# 1	Item #		Description			
	40E15389A		LIGHT,LED INTERIOR, 4-1/2" FLUSH MT W/SWITCH, W/FROSTED LENS			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$2.12	Sub Freight	\$0.00
	Appr Qty	1.00	Appr Dlr Price	\$2.12	Appr Freight	\$0.00

Notes

Labor

Line# 5	Operation Code	Operational Description
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20-63-19-00-000652

Vent - Exterior/Non-Power Roof Vent (Elixir & Hengs)/Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-08 17:04:42 :: Complaint: Customer the vent in the bathroom will not open. Cause: The ceiling vent lid was stuck to rubber gasket and the cover wouldn't open.

Correction: Opened the ceiling vent lids and sprayed silicone spray on gasket and tightened the manual handle as well and the lid opens.

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$34.50
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$23.00

Notes

flat rate w/o photos

Submitted	Labor Amt	\$586.50	Approved	Labor Amt	\$333.50
	Parts & Freight	\$359.13		Parts & Freight	\$347.13
	Total	\$945.63		Total	\$680.63

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.