

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 2029338
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUS26RP102822
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT402LFT
 DEALER RO # 10610B
 CLAIM START DATE 08/20/2024
 CLAIM END DATE 11/06/2024

Labor rate: \$115.00

OWNER INFORMATION

VERONICA PETRILLO
 7840 KOLMAR AVENUE
 Skokie, IL 60076
 USA

Retail Date of Purchase 07/11/2024

WARRANTY EXPIRATION DATE

07/11/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 30-91-01-00-000919 Recliner Chair Base Mechanism - Interior/Living Quarters, Sofa, Chair/Replace/
 No Tread Code

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2024-08-20 15:36:48 :: Complaint: Recliners not latching together. Cause: Recliners shipped unattached to middle section. Bracket bent on right side recliner, needs some tweaking to function properly. Correction: Bent brackets and wrestled recliners back together. Tested and working fine. Additional Note : greeneway@dealer-advisors.com, 2024-08-20 15:39:08 :: Unsure on labor code as there is no repair code for recliners.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt \$115.00
Serial#	Appr Hrs	0.60	Appr Labor Amt \$69.00

Notes

this was not noted on DAF 6/3/2024?
 When you are looking at the furniture sitting next to each other you cannot tell that they are not connected or attached. We did look at another unit that we just got in and you cannot tell that they are not attached until you go to move them. Which is what happened in this case, it was not noticed until it was being prepped and mechanisms were being tested.
 repair and assemble

Labor

Line# 2 **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 : greeneway@dealer-advisors.com, 2024-08-20 15:42:00 :: Complaint: Wall panel behind recliners damaged from unsecured furniture during transport. Cause: Unsecured furniture during transport cause damage. Correction: Needs replacement wall panel. Repair includes removal of valance, removal of window shroud, removal of cabinet above recliners, removal of batten strips, removal of damaged panel, prep/cut/install new panel, apply seam tape, reinstall previously mentioned items. Clouded timber is the panel color. 1/8x48x96" part #F100337751. 1" seam tape to accompany panel part #F100347337.

Model#	Dlr Sub Hrs	6.00	Sub Labor Amt \$690.00
Serial#	Appr Hrs	3.00	Appr Labor Amt \$345.00

Notes

why was damage not noted on DAF dated 6/3/24?
 When you are looking at the furniture sitting next to each other you cannot tell that they are not connected or attached. We did look at another unit that we just got in and you cannot tell that they are not attached until you go to move them. Which is what happened in this case, it was not noticed until it was being prepped and mechanisms were being tested.
 3 hours to replace panel

Part

Line# 2	Item #		Description			
	F100337751		PANELING, LAUAN 1/8 X 48 X 96 CLOUDED TIMBER 2023 45219632			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$37.52	Sub Freight	\$227.16
	Appr Qty	1.00	Appr Dlr Price	\$37.52	Appr Freight	\$227.16

Notes

Line# 3	Item #		Description			
	420-C		CRATING			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$50.00	Sub Freight	\$0.00
	Appr Qty	1.00	Appr Dlr Price	\$50.00	Appr Freight	\$0.00

Notes

Forest River excludes the crating fee from mark-up considerations

Submitted	Labor Amt	\$805.00	Approved	Labor Amt	\$414.00
	Parts & Freight	\$329.68		Parts & Freight	\$314.68
	Total	\$1,134.68		Total	\$728.68

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.