

# FOREST RIVER WARRANTY CLAIM FORM

|                                  |            |                          |                   |
|----------------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #                 | 0009497    | CLAIM STATUS             | Paid              |
| GREENEWAY INC                    |            | CLAIM                    | 1995365           |
| DBA GREENEWAY RV SALES & SERVICE |            | CLAIM ORIGIN             | WEB               |
| 8220 STATE HWY 13 SOUTH          |            | ORIGINAL CLAIM ID        |                   |
| WISCONSIN RAPIDS, WI 54494       |            | VIN                      | 5ZT2FSHC8P3027066 |
| USA                              |            | CHASSIS VIN              |                   |
|                                  |            | MILEAGE                  | 0                 |
| Labor rate:                      | \$115.00   | SITE/WAREHOUSE           | 010 / 010G        |
| OWNER INFORMATION                |            | ITEM #                   | FLTE19FBS         |
| BRIAN J SCHMIDT                  |            | DEALER RO #              | 10714B            |
| 1358 3RD AVE                     |            | CLAIM START DATE         | 07/23/2024        |
| Coloma, WI 54930                 |            | CLAIM END DATE           | 07/28/2024        |
| USA                              |            |                          |                   |
| Retail Date of Purchase          | 06/25/2024 | WARRANTY EXPIRATION DATE | 06/25/2025        |

## Claim Line Details

### Labor

|         |                                                                                                                                                                                                                                             |                                                                     |      |                       |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|------|-----------------------|
| Line# 1 | Operation Code                                                                                                                                                                                                                              | Operational Description                                             |      |                       |
|         | 30-103-24-00-002270                                                                                                                                                                                                                         | Laminated Floor - complete - Interior/Flooring/Repair/No Tread Code |      |                       |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                |                                                                     |      |                       |
|         | Original Note : greeneway@dealer-advisors.com, 2024-07-23 16:24:29 :: Complaint: There is a sticky substance on the floor of the unit. Cause: Substance on floor of compartment from bottom of box. Correction: Used quick solve to remove. |                                                                     |      |                       |
|         | Model#                                                                                                                                                                                                                                      | Dlr Sub Hrs                                                         | 0.50 | Sub Labor Amt \$57.50 |
|         | Serial#                                                                                                                                                                                                                                     | Appr Hrs                                                            | 0.00 | Appr Labor Amt \$0.00 |
|         | Notes                                                                                                                                                                                                                                       |                                                                     |      |                       |
|         | Hi there, Forest River is respectfully denying this request as this should have been noted on the dealer check in sheet when the unit arrived from the factory. Thank you.                                                                  |                                                                     |      |                       |

### Labor

|         |                                                                                                                                                                                                                                                                              |                                                          |      |                        |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------|------------------------|
| Line# 2 | Operation Code                                                                                                                                                                                                                                                               | Operational Description                                  |      |                        |
|         | 30-100-24-00-001050                                                                                                                                                                                                                                                          | Cabinet Stiles - Interior/Cabinetry/Repair/No Tread Code |      |                        |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                 |                                                          |      |                        |
|         | Original Note : greeneway@dealer-advisors.com, 2024-07-23 16:28:45 :: Complaint: The drawer under the bed is damaged and needs to be repaired. Cause: crews loose and missing. Correction: I installed new screws and glued boards face back on and filled holes with putty. |                                                          |      |                        |
| Model#  |                                                                                                                                                                                                                                                                              | Dlr Sub Hrs                                              | 0.20 | Sub Labor Amt \$23.00  |
| Serial# |                                                                                                                                                                                                                                                                              | Appr Hrs                                                 | 0.20 | Appr Labor Amt \$23.00 |
|         | Notes                                                                                                                                                                                                                                                                        |                                                          |      |                        |

### Labor

|         |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                |      |                       |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|------|-----------------------|
| Line# 3 | Operation Code                                                                                                                                                                                                                                                                                                                                                                               | Operational Description                                                        |      |                       |
|         | 20-66-24-00-000669                                                                                                                                                                                                                                                                                                                                                                           | Touchpad - Keyless Entry Door Lock - Exterior/Entry Doors/Repair/No Tread Code |      |                       |
|         | Complaint, Cause, Correction                                                                                                                                                                                                                                                                                                                                                                 |                                                                                |      |                       |
|         | Original Note : greeneway@dealer-advisors.com, 2024-07-23 16:34:42 :: Complaint: Customer states that the entry door lock is not working properly. Cause: Manufactured this way. Correction: There is no dead bolt latch to make easy for customer, suggest just use top key lock vertical is unlocked horizontal is locked on top key lock.                                                 |                                                                                |      |                       |
| Model#  |                                                                                                                                                                                                                                                                                                                                                                                              | Dlr Sub Hrs                                                                    | 0.10 | Sub Labor Amt \$11.50 |
| Serial# |                                                                                                                                                                                                                                                                                                                                                                                              | Appr Hrs                                                                       | 0.00 | Appr Labor Amt \$0.00 |
|         | Notes                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                |      |                       |
|         | Hello, According to the flat rate code, Dealers must supply pictures for this repair. Resubmittal claims will also need photos attached. Please attach pictures using the Upload button in the Feedback before acknowledging the line. Refer to the flat rate code Notes to ensure all necessary pictures are provided. If pictures are not provided within 14 days, the repair line will be |                                                                                |      |                       |

denied according to The Forest River Way guidelines. Thank you and have a wonderful day.  
Rockwood & Flagstaff Processing Team.

We just verified that the lock was working properly for the customer which it is and explained to customer that it is working properly. So there was no pictures taken since there was no issue. just labor for our time on looking into it.  
Hello, Forest River does not pay for diag time. Since there was not an issue that was warrantable, Forest River repsectfully denies labor line. Please be sure to acknowledge the denial in order to process any remaining repairs on the claim. The repair line will automatically deny after 14 days.  
Thank you. Rockwood & Flagstaff Processing Team.

|                  |                 |         |                 |                 |         |
|------------------|-----------------|---------|-----------------|-----------------|---------|
| <b>Submitted</b> | Labor Amt       | \$92.00 | <b>Approved</b> | Labor Amt       | \$23.00 |
|                  | Parts & Freight | \$0.00  |                 | Parts & Freight | \$0.00  |
|                  | Total           | \$92.00 |                 | Total           | \$23.00 |

|                                                                                      |             |
|--------------------------------------------------------------------------------------|-------------|
| <b>DEALER</b>                                                                        | <b>DATE</b> |
| <b>SIGNATURE</b>                                                                     |             |
| I certify that I have performed these repairs consistent with Forest River Policies. |             |

|                                                                 |             |
|-----------------------------------------------------------------|-------------|
| <b>CUSTOMER</b>                                                 | <b>DATE</b> |
| <b>SIGNATURE</b>                                                |             |
| All repairs described have been inspected and are satisfactory. |             |