

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 2182247
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUF20RP101546
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT30RKQS
 DEALER RO # 10755C
 CLAIM START DATE 01/27/2025
 CLAIM END DATE 02/26/2025

Labor rate: \$115.00

OWNER INFORMATION

DEBORAH IPANIS
 6119 LOGAN AVENUE SOUTH
 Minneapolis, MN 55419
 USA

Retail Date of Purchase 07/05/2024 WARRANTY EXPIRATION DATE 07/05/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 20-66-02-00-000664 Entry Door - RV - Exterior/Entry Doors/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:30:41 :: Complaint: Customer states that the entry door and frame will not shut right. Cause: Entrance door camber needs to be adjusted. Correction: Adjusted the camber in the door for better closure.

Model#	Dlr Sub Hrs	0.40	Sub Labor Amt \$46.00
Serial#	Appr Hrs	0.30	Appr Labor Amt \$34.50

Notes
flat rate

Labor

Line# 2 **Operation Code** **Operational Description**
 60-136-12-00-001500 Fitting - Plumbing/Fresh Water Supply/Resecure or Tighten/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:32:07 :: Complaint: Customer states there is a water leak under the kitchen sink near the back wall. Cause: Water leak at the outside spray port. Correction: Tightened loose water line fitting to spray port and then tested for leaks with antifreeze, no leaks.

Model#	Dlr Sub Hrs	0.40	Sub Labor Amt \$46.00
Serial#	Appr Hrs	0.20	Appr Labor Amt \$23.00

Notes
flat rate

Labor

Line# 3 **Operation Code** **Operational Description**
 30-100-02-00-003062 Cabinet Door Hinge or Latch, each - Interior/Cabinetry/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:33:22 :: Complaint: Customer states that there are some kitchen cabinets that look warped, need to be inspected. Cause: Cabinet doors in kitchen are in need of adjustment. Correction: Adjusted the hinges on cabinet doors for more even closer.

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

Notes

Labor

Line# 4 **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 : greeneway@dealer-advisors.com, 2025-01-27 10:34:28 :: Complaint: Customer states that the back of the recliner next to the booth is broken. Cause: Back rest of recliner on left has loose mounting brackets. Correction: Tightened brackets on the back rest.

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
30-91-01-00-000901	Rocker, Recliner, or Glider Chair - Interior/Living Quarters, Sofa, Chair/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:36:01 :: Complaint: Customer states there is a tear on the recliner corner in the upper back. Cause: Back of recliner near the top is torn from catching the bottom of the window from which also bent the window frame. Correction: Will need a new backrest.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

under review
this appears to be damage nothing noted in DAF or PDI

customer has had possession since 7/24
late submission

Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed. Please contact the associated warranty department if you have any questions.

Labor

Line# 6

Operation Code	Operational Description
20-46-01-00-000721	Window - Exterior/Windows/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:38:03 :: Customer states that the window frame behind the recliner is bent. Cause: Window ring is bent behind recliners. Correction: Need to replace 48" x 21-3/4"

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

photo of the window frame showing the defect required
Photo of frame defect has been added. Thank you.
this appears to be damage nothing noted in DAF or PDI

customer has had possession since 7/24
late submission

Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed. Please contact the associated warranty department if you have any questions.

Labor

Line# 7

Operation Code	Operational Description
30-101-02-00-001076	Hinged Passage Door - Interior/Interior Doors/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-27 10:41:10 :: Complaint: Customer states that the bedroom door is warped and does not line up. Cause: Bedroom door is not even opening, the hinges are misaligned. Correction: Adjusted the hinges from top to bottom to get door to sit more even all the way around the opening.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$23.00

Notes
flat rate

Submitted	Labor Amt	\$483.00
	Parts & Freight	\$0.00
	Total	\$483.00

Approved	Labor Amt	\$126.50
	Parts & Freight	\$0.00
	Total	\$126.50

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.