

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	1986215
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	5ZT2PUPB0N4015826
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	425 / 425
Labor rate:	\$115.00	ITEM #	PUT25RKQB-1
OWNER INFORMATION		DEALER RO #	10786
ROGER L YOUNG		CLAIM START DATE	07/16/2024
1004 19TH AVENUE		CLAIM END DATE	08/19/2024
Wisconsin Rapids, WI 54494			
USA			
Retail Date of Purchase	07/03/2024	WARRANTY EXPIRATION DATE	07/03/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	20-53-01-00-000702	Screw Cover - Exterior/Fiberglass Sidewall/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:14:15 :: Complaint: Customer states that the exterior screw track on the ODS is coming loose Cause: The screw track cover/insert is a few inches short of covering the entire screw track. Also noticed there could be a few more fasteners in the screw track toward the rear. Correction: Installed additional fasteners in the screw track towards the back. Replace ODS screw track cover/insert along the roof. Sealed both end near the gutters with sealant. Approximately 27' black			
	Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50
	Serial#	Appr Hrs	0.30	Appr Labor Amt \$34.50
	Notes			
	flat rate			

Part

Line# 1	Item #	Description	
	USERPART	#147307- Black Vinyl Insert 27 Feet	
	Model #	Serial #	Part tag
	Sub Qty	1.00	Sub Dlr Price \$12.41
	Appr Qty	1.00	Sub Freight \$0.00
		Appr Dlr Price	Appr Freight \$0.00
	Notes		

Labor

Line# 2	Operation Code	Operational Description		
	30-102-12-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:18:37 :: Complaint: Customer states that there is a trim piece in the bedroom that is coming loose. On the right side of the bed if you are looking at the bed from the foot of the bed, under the cabinet against the wall. Cause: Lookes like the trim piece was not fastened all the way to the end of the piece from the factory. This led to the trim piece hanging and pulling further from the cabinet above. Correction: Fastened the trim piece into place.			
Model#		Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50
Serial#		Appr Hrs	0.10	Appr Labor Amt \$11.50
	Notes			
	resecure only			

Labor

Line# 3	Operation Code	Operational Description
---------	----------------	-------------------------

30-102-12-00-002691

Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:21:15 :: Complaint: Customer states that there is a piece of wall panel that is starting to separate directly inside the bedroom door to the left, it is along the seam of the panels. Cause: Some of the fasteners did not hit the wall studs so a wall panel in the bedroom bows out by the light switch. Correction: Had to angle the stapler towards the door to catch the framing and secure the wall panel. Puttied staple holes.

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**

20-44-01-00-000576

Operational Description

Roof Awning Rail - Exterior/Roof/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:25:28 :: Complaint: Customer states that the awning came crashing down in the middle of the night. Customer states that the rain auto dump feature did not function. Cause: Auto dump feature did not function properly. Correction: Request new awning hardware. R&R awning hardware. Part #822007597 Awning, hardware, legs, ele Additional Note : greeneway@dealer-advisors.com, 2024-07-16 11:27:48 :: Unsure on labor code** Please advise

Model#	Dlr Sub Hrs	2.00	Sub Labor Amt	\$230.00
---------------	--------------------	------	----------------------	----------

Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00
----------------	-----------------	------	-----------------------	--------

Notes

there is no auto rain dump feature on awning

it is just a sun shade and should not be left open during inclement weather

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# 5****Operation Code**

20-66-24-00-000658

Operational Description

Entry Door - Exterior/Entry Doors/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:28:52 :: Complaint: customer states that there is a screw missing in the door frame, it is the first screw in the overhead track of the door frame. Cause: 1000 defect from manufacturer. Correction: Installed fastener in the entry door frame.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
---------------	--------------------	------	----------------------	---------

Serial#	Appr Hrs	0.05	Appr Labor Amt	\$5.75
----------------	-----------------	------	-----------------------	--------

Notes

.05 install screw

**this unit still listed as stock. MUST register and upload owner information if sold

Labor**Line# 6****Operation Code**

10-1-01-00-000047

Operational Description

Axle Dust, Grease, or Bearing Cap - Frame & Chassis/Axles, Suspension/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:31:44 :: Complaint: DS front tire wheel bearing is loose. Cause: 1000 defect from manufacturer. There was a cotter pin through the castle nut. The castle nut/axel nut was just not tight enough on the front DS wheel hub. Correction: Pulled the wheel hub off to inspect the bearing and race and it seems like there was not enough bearing grease used. Pulled all 4 hubs just to check and made sure there was enough grease. Torqued the lug nuts to 90ft/lbs on all 4 wheels.

Model# 1	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
-----------------	--------------------	------	----------------------	---------

Serial# 1	Appr Hrs	0.50	Appr Labor Amt	\$57.50
------------------	-----------------	------	-----------------------	---------

Notes

photo of axle data tag required for vendor review

DOP also required if sold

Photo of axle tag has been uploaded. Thank you!

claim submitted to vendor follow email thread
Hi Annette,

Thank you for sending this in. I authorize 0.5 hour to retorque the spindle nut and inspect the bearing. You can do a VCB and authorization is in case 5201890.

Thank you,

Jason T
Axle/Chassis Tech
LIPPERT
(574) 537-8900
www.lippert.com

Our new Care Center hours are 8:00am-5:30pm EST, Monday - Friday

Labor
Line# 7

Operation Code	Operational Description
40-106-01-12-001216	Clearance Light - Electrical/12 Volt Exterior/Replace/Exterior Lighting
Complaint, Cause, Correction	
Original Note : greeneway@dealer-advisors.com, 2024-07-16 11:34:18 :: Complaint: Rear DS side marker light does not come on anymore. Cause: Marker light is mounted upside down, allowing water to enter through the weep holes and the light was full of water. The light is shorted out and needs to be replaced. Correction: Remove existing marker light and installed new light. Sealed with silicone.	
Model#	Dlr Sub Hrs 0.50 Sub Labor Amt \$57.50
Serial#	Appr Hrs 0.20 Appr Labor Amt \$23.00
Notes	
photo required	
DOP required	
Photos uploaded.	

Part
Line# 1

Item #	Description
USERPART	Cannot find part number when searching. This is a FR part number-invoice is attached. F100271312, need to add mark up %
Model #	Serial #
Sub Qty 1.00	Sub Dlr Price \$1.19 Part tag
Appr Qty 1.00	Appr Dlr Price \$1.19 Sub Freight \$0.97
	Appr Freight \$0.97
Notes	

Submitted	Labor Amt	\$540.50	Approved	Labor Amt	\$155.25
	Parts & Freight	\$14.57		Parts & Freight	\$14.57
	Total	\$555.07		Total	\$169.82

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.