

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 2231423
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2PUPB7N4016293
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 425 / 425
 ITEM # PUT25BHFQ-1
 DEALER RO # 10827
 CLAIM START DATE 03/17/2025
 CLAIM END DATE 03/17/2025

Labor rate: \$115.00

OWNER INFORMATION

JEFFREY WILLIAMS
 980 ARCHERS WAY
 Nekoosa, WI 54457
 USA

Retail Date of Purchase 06/28/2024 WARRANTY EXPIRATION DATE 06/28/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 30-92-01-00-001158 Toilet Paper Holder - Interior/Interior Miscellaneous/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:03:55 :: Previous PA 2059131 has expired- work is now complete. Complaint: Customer states that the toilet paper roll holder pulled out of the wall. Cause: Toilet paper dispenser pulled out of the cabinet. Correction: Install wood backer in cabinet and then install dispenser.
Model# **Dlr Sub Hrs** 0.30 **Sub Labor Amt** \$34.50
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50
Notes
 per expired claim 2059131

Labor

Line# 2 **Operation Code** **Operational Description**
 30-98-01-00-002434 Sliding Bunk D-Latch - Interior/Beds, Mattress/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:06:01 :: Complaint: customer states that the separator wall holder broke and needs to be replaced. Cause: Latch for the bunk room door bent and loose on door. Correction: Straighten latch then reattached with longer screws and lubricated striker plates. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:20:59 :: Previous PA 2059131 has expired- work is now complete.
Model# **Dlr Sub Hrs** 0.20 **Sub Labor Amt** \$23.00
Serial# **Appr Hrs** 0.20 **Appr Labor Amt** \$23.00
Notes
 per expired claim 2059131

Labor

Line# 3 **Operation Code** **Operational Description**
 70-150-01-00-001718 Magic Chef Microwave (Read Notes!!!) - Appliances/Microwave/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:07:10 :: Complaint: Customer states that the microwave does not work- would like to have diagnosed. Cause: Tested microwave for operations, it is not working. Microwave does not heat up water. Correction: Replace microwave. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:21:18 :: Previous PA 2059131 has expired- work is now complete.
Model# 1 **Dlr Sub Hrs** 0.30 **Sub Labor Amt** \$34.50
Serial# 1 **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50
Notes
 per expired claim 2059131

Part

Line# 1	Item #	Description			
	F100374240	MICROWAVE, MAGIC CHEF 1.3, CONVECTION, BLACK - MCC1311ARB WAS A SUB			
	Model #	Serial #	Part tag	0000357445	
	Sub Qty 1.00	Sub Dlr Price \$329.63	Sub Freight	\$24.26	
	Appr Qty 1.00	Appr Dlr Price \$329.62	Appr Freight	\$24.26	

Notes**Labor**

Line# 4	Operation Code	Operational Description
	10-9-01-00-000177	Bumper End Caps - Frame & Chassis/Levelers, Underbelly/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:08:57 :: Complaint: customer states that there is one bumper cap on his unit. Cause: Bumper cap is missing on DS. Correction: Install new bumper cap. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:22:19 :: Previous PA 2059131 has expired- work is now complete.

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

Notes**Part**

Line# 1	Item #	Description			
	USERPART	014717403023-bumper cap (no invoice available)			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$2.74	Sub Freight	\$0.00	
	Appr Qty 1.00	Appr Dlr Price \$2.74	Appr Freight	\$0.00	

Notes**Labor**

Line# 5	Operation Code	Operational Description
	60-143-01-00-001625	Exterior Shower Door Lock - Plumbing/Exterior Shower/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:10:20 :: Complaint: customer states that the outdoor shower lock does not work. Cause: Tested outside shower lock, not working. Correction: Install new lock. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:22:11 :: Previous PA 2059131 has expired- work is now complete.

Model#	Dlr Sub Hrs 0.10	Sub Labor Amt \$11.50
Serial#	Appr Hrs 0.10	Appr Labor Amt \$11.50

Notes**Labor**

Line# 6	Operation Code	Operational Description
	60-138-24-00-001524	Termination Valve Assembly (Read Notes!!!) - Plumbing/Drainage System/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:11:48 :: Complaint: The valve for emptying the tank spins all the way around, need to check if this is normal. Cause: Dump valve for fresh tank spins around on threads, not tight in tank. Correction: Tighten dump valve then resealed around valve with foam. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:21:59 :: Previous PA 2059131 has expired- work is now complete.

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

Notes**Labor**

Line# 7 **Operation Code** **Operational Description**
 60-144-01-00-001635 Dometic Sealand Toilet - complete - Plumbing/Toilet (Dometic, Sealand)/
 Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:13:18 :: Complaint: Toilet does not hold any water. In the instructions for the toilet it states that it is supposed to hold water, but it does not. Cause: Toilet valve doesn't hold water. Correction: R&R toilet Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:21:51 :: Previous PA 2059131 has expired- work is now complete.

Model# 1 **Dlr Sub Hrs** 1.25 **Sub Labor Amt** \$143.75

Serial# 1 **Appr Hrs** 1.25 **Appr Labor Amt** \$143.75

Notes

per expired claim 2059131

Part

Line# 1 **Item #** **Description**
 USERPART DOM385311658 - Kit, Flush ball seal 310
Model # **Serial #** **Part tag**
Sub Qty 1.00 **Sub Dlr Price** \$42.63 **Sub Freight** \$0.00
Appr Qty 1.00 **Appr Dlr Price** \$42.63 **Appr Freight** \$0.00

Notes

Line# 2 **Item #** **Description**
 USERPART 1223.0269 Dometic 310 toilet bone STD w/ slow close seat
 repl.1223.0128
Model # **Serial #** **Part tag**
Sub Qty 1.00 **Sub Dlr Price** \$304.84 **Sub Freight** \$0.00
Appr Qty 1.00 **Appr Dlr Price** \$304.84 **Appr Freight** \$0.00

Notes

Labor

Line# 8 **Operation Code** **Operational Description**
 10-13-02-00-000211 Slide Out Room - Frame & Chassis/Slide Out System/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:14:45 :: Complaint: Rear slide for bunk back is out of square and out of timing from side to side. Will need to readjust whole slide. Cause: Rear bunk slide out of square and out time side to side. Correction: Readjust slide. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:21:43 :: Previous PA 2059131 has expired- work is now complete.

Model# **Dlr Sub Hrs** 3.00 **Sub Labor Amt** \$345.00

Serial# **Appr Hrs** 3.00 **Appr Labor Amt** \$345.00

Notes

per expired claim 2059131

Labor

Line# 9 **Operation Code** **Operational Description**
 10-13-02-00-000211 Slide Out Room - Frame & Chassis/Slide Out System/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-03-17 10:17:38 :: Complaint: Customer states that the top bunk bed supports collapsed- customer states that his son is 220 lbs and the weight limit is 300. Cause: Bunk bed supports failed. Correction: Need to remove paneling to check the supports behind the wall and repair if needed. Then replace anchors if needed, this hasn't been estimated for labor as we also need a recommendation on the slide issue as it looks like it was built incorrectly. If the slide is not square, there may be something from that causing the supports to fail. Before we dig further for repairs there may be further approval or recommendation from Forest River. Additional Note : greeneway@dealer-advisors.com, 2025-03-17 10:21:33 :: Previous PA 2059131 has expired- work is now complete.

Model# **Dlr Sub Hrs** 4.00 **Sub Labor Amt** \$460.00

Serial# **Appr Hrs** 4.00 **Appr Labor Amt** \$460.00

Notes

per expired claim 2059131

Part

Line# 1 **Item #** **Description**

