

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 2027634
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUF20RP101546
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT30RKQS
 DEALER RO # 10911
 CLAIM START DATE 08/19/2024
 CLAIM END DATE 09/03/2024

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**
 20-66-24-00-000658 Entry Door - Exterior/Entry Doors/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2024-08-19 16:37:27 :: Complaint: Customer states that the entry door does not close. Cause: Entry door and screen door are touching striker plate. Correction: Adjustments made to framework and added extra black screws to stop the flexibility and sprayed latch with silicone. Entry door closes. If customer is not happy with adjustments, will need a complete entry door assembly.
Model# **Dlr Sub Hrs** 1.50 **Sub Labor Amt** \$172.50
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50
Notes
 .30 to adjust/repair

Labor

Line# 2 **Operation Code** **Operational Description**
 60-141-01-00-001575 Shower Faucet - Plumbing/Shower, Tub Surround/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2024-08-19 16:39:51 :: Complaint: Customer states the shower does not flow correctly- customer states that is almost trickles. Cause: Shower faucet spraying all over and not allowing good water pressure. Correction: Will need ne shower faucet. Part number F100271117.
Model# **Dlr Sub Hrs** 1.00 **Sub Labor Amt** \$115.00
Serial# **Appr Hrs** 0.40 **Appr Labor Amt** \$46.00
Notes
 flat rate
 Please send the following picture;
 The tag on the underside of the faucet, riser, or hose (if tag is not present, take a picture of the underside of the faucet still) and the stamped logo on the exterior of the faucet
 3. The problem you are claiming (leak, crack, damage, etc.) - picture must show problem
 The faucet you are claiming may need to be returned depending on Vendor requirements and/or issue. Your Forest River Warranty Rep should instruct you in the Notes & Feedback button if the faucet you are claiming will need to be returned.

Forest River requires a prior authorization (PAR) for this repair. The Forest River Warranty Representative will review the requested repair. Please be sure to read the Notes & Feedback on the repair line for authorization details.

This repair code has a status of HOLD for a part return. Please hold the part until the Pending Payment status of your claim, unless instructed not to hold it any longer.

This means that not all of this item needs to be returned. Your Forest River Warranty Representative will instruct you in the Notes & Feedback button on the repair line as to whether or not you need to return this part.

If you were not instructed to return this part and you do return it, you may get charged for the return shipping on your claim.

Please only return parts you have been asked to return.

Ramco branded faucets and associated parts are required part return items beginning October 1, 2021. While the items will not have the name Ramco on it, it will have a couple of identifying marks.

1. On the backside of the faucet, there will be a engraved TD or WM mark.
2. On the kitchen faucet hose, there will be a white tag that has a part number starting with TDK on it.
3. On bathroom faucets (shower and sink), there will be a white tag on the underside of the riser or faucet that has a part number starting with TD or WM on it.

If you are unsure, please contact your Forest River Warranty Representative for assistance. We have also added a help document with pictures to assist you. It is located in the quick link

Documents > Flat Rate Documents > Ramco Faucets.

Photos added. Thank you.

Part

Line# 1	Item #	Description			
	F100271117	FAUCET, SHOWER, TWO HANDLE, MATTE BLACK			
	Model #	Serial #	Part tag		
	Sub Qty	1.00	Sub Dlr Price	\$10.82	Sub Freight \$20.97
	Appr Qty	1.00	Appr Dlr Price	\$10.81	Appr Freight \$20.97

Notes

Labor

Line# 3	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, 2024-08-19 16:41:53 :: Complaint: Customer states that the bedroom door and the bathroom door do not stay open properly. Customer states that they seem "tight" in the frame. Customer would like to have looked at. Cause: Found the camper a little uneven and some screws loose on hinges on the bedroom and bathroom door loose. Correction: Relevel the camper and tighten the hinges. Both doors are working.				
	Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50	
	Serial#	Appr Hrs	0.20	Appr Labor Amt \$23.00	

Notes

.10 x2 to secure as customer goodwill
customer is responsible for maiking sure the unit is set level

Labor

Line# 4	Operation Code	Operational Description			
	SB-456-01-00-004504	51-1744 - ROOF MOUNT SOLAR INLET (PUMA) - INSPECT AND PERFORM REMEDY - Technical Service Bulletin/Sealant/Replace/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : greeneway@dealer-advisors.com, 2024-09-03 10:43:04 :: Complaint: Recall 51-1744. The alpha roof sealant may cause the solar panel inlet to crack, which may allow water intrusion. Cause: Recall 51-1744 Correction: Inspection only, no repairs needed.				
	Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50	
	Serial#	Appr Hrs	0.50	Appr Labor Amt \$57.50	

Notes

replace per TSB

Submitted	Labor Amt	\$402.50	Approved	Labor Amt	\$161.00
	Parts & Freight	\$31.79		Parts & Freight	\$31.78
	Total	\$434.29		Total	\$192.78

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.