

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2026051
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TPUR20RP101400
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$115.00	SITE/WAREHOUSE	420 / 420
OWNER INFORMATION		ITEM #	PUT39FKL
DARYL WEGER		DEALER RO #	10928B
3954 E ARBOR LAKES		CLAIM START DATE	08/18/2024
Hernando, FL 34442		CLAIM END DATE	10/17/2024
USA			
Retail Date of Purchase	08/14/2024	WARRANTY EXPIRATION DATE	08/14/2025

Claim Line Details

Labor

Line# 2	Operation Code	Operational Description		
	30-92-01-00-001193	Vent Cover at Converter - Interior/Interior Miscellaneous/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2024-08-19 12:54:35 :: Complaint: Vent right next to the bed (right side) bulges off of the wall. Cause: Manufacturer improperly installed; it is not secure. Correction: Added 2 screws and it now lays flat. Additional Note : greeneway@dealer-advisors.com, 2024-08-19 12:58:09 :: Unsure on labor code for this vent cover.			
	Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$23.00
	Serial#	Appr Hrs	0.10	Appr Labor Amt \$11.50
	Notes			
	flat rate			

Labor

Line# 3	Operation Code	Operational Description		
	30-91-01-00-002284	Flip or Storage Sofa - Hinged Bottom or Back Cushion - Interior/Living Quarters, Sofa, Chair/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2024-08-19 12:59:39 :: Complaint: ODS sofa has a hole in it on the back. Cause: Sofa back has a small rip in it. Correction: Order new back of sofa - 55in wide and 22in tall.			
	Model#	Dlr Sub Hrs	0.30	Sub Labor Amt \$34.50
	Serial#	Appr Hrs	0.00	Appr Labor Amt \$0.00
	Notes			
	claim submitted to vendor follow email thread			
	please contact creative colors or fiber new and attach a estimate for review			
	update ??			
	last request for a update ?			
	no dealer response			
	resubmit once estimate for repair is obtained			
	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# 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, 2024-08-19 13:02:00 :: Complaint: DS sofa seat has a stain. Cause: Silicone on the sofa cushions. Correction: Cleaned off with quick solve.			

Labor

Line# 5

Model#

Serial#

Notes

FLAT RATE TO CLEAN

Operation Code

40-125-24-11-001412

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-08-19 13:05:30 :: Complaint: Positive battery cable, the end is missing. Cause: Manufacturer did not correctly install the end and it broke off. Correction: Cut positive wire then crimped new end onto positive line and pulled to be sure it was crimped tightly and then used electrical tape to secure more.

Operational Description

Battery Control Center Wire Connection - Electrical/Battery Control Center/Repair/Electrical

Dlr Sub Hrs

0.50

Sub Labor Amt

\$57.50

Appr Hrs

0.20

Appr Labor Amt

\$23.00

Labor

Line# 6

Model#

Serial#

Notes

flat rate

Operation Code

30-103-24-00-002270

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-08-19 13:07:47 :: Complaint: Dining room area floor covering has a stain. Cause: Stained floor covering from manufacturer. Correction: Used quick solve to remove stains.

Operational Description

Laminated Floor - complete - Interior/Flooring/Repair/No Tread Code

Dlr Sub Hrs

0.30

Sub Labor Amt

\$34.50

Appr Hrs

0.20

Appr Labor Amt

\$23.00

Labor

Line# 7

Model#

Serial#

Notes

flat rate to CLEAN

Operation Code

60-136-01-11-001490

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-08-19 13:14:55 :: Complaint: Water pump is weak and hardly any pressure coming out of it. Interior shower head with the pump, other faucets are acceptable pressure, but pump turns on and off many times when any faucet is on. Cause: Low water pressure in interior shower when using water pump. Correction: Adjusted the water pump for more pressure, removed the shower faucet to check if there is debris in the line, but there is not any. Changed shower hose to one with a bigger hole in the hose for water to travel and it is still low pressure. There are no leaks in the line so I am thinking the length the water has to travel to the shower line is a far distance and the water pump installed cannot give enough pressure to make water flow with pressure the way it's built.

Operational Description

ShurFlo Water Pump - Plumbing/Fresh Water Supply/Replace/Electrical

Dlr Sub Hrs

0.40

Sub Labor Amt

\$46.00

Appr Hrs

0.50

Appr Labor Amt

\$57.50

Part

Line# 1

Item #

USERPART

Model #

Sub Qty

1.00

Appr Qty

1.00

Description

019079642578- HH SHW Hose BK, 59 Vinyl

Serial #

Sub Dlr Price

\$12.16

Appr Dlr Price

\$12.16

Part tag

Sub Freight

\$0.00

Appr Freight

\$0.00

Notes

Labor
Line# 8

Operation Code
30-102-12-00-001096

Operational Description
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, 2024-08-19 13:16:33 :: Complaint: Protruding nails throughout the unit. Cause: Protruding nails that were never set by the manufacturer. Correction: Used nail set to set the nails.

Model#Dlr Sub Hrs0.30Sub Labor Amt \$34.50

Serial#Appr Hrs0.20Appr Labor Amt \$23.00

Notes
flat rate per photos provided
.10 X 2

Labor
Line# 9

Operation Code
30-102-24-00-004562

Operational Description
Gimp/Vinyl Trim - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : greeneway@dealer-advisors.com, 2024-08-19 13:18:34 :: Complaint: ODS slide room's top fascia board and the trim for ceiling of slide room has a good-sized gap between them. Cause: Gap in trim Correction: Used white silicone to fill cracks in slide out ceiling.

Model#Dlr Sub Hrs0.20Sub Labor Amt \$23.00

Serial#Appr Hrs0.20Appr Labor Amt \$23.00

Notes

Part
Line# 1

Item #
USERPART

Description
146877 - Novaflex sealant white

Model #Serial #Part tag

Sub Qty1.00Sub Dlr Price\$13.26Sub Freight\$0.00

Appr Qty1.00Appr Dlr Price\$13.26Appr Freight\$0.00

Notes

Labor
Line# 10

Operation Code
30-100-24-00-003310

Operational Description
Cabinet Drawer - Box - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : greeneway@dealer-advisors.com, 2024-08-19 13:20:50 :: Complaint: Top and bottom drawers in the bedroom's dresser do not latch all of the way, and they do not lay flat against face of cabinetry. Cause: Manufacturer improperly installed. Correction: Will need 1.5 hours to remove, adjust and reinstall all dresser drawers. Removed all drawers, adjusted the frame and glides then adjusted the rails on side of drawers. They now open and completely close as they should.

Model#Dlr Sub Hrs1.50Sub Labor Amt \$172.50

Serial#Appr Hrs1.00Appr Labor Amt \$115.00

Notes
flat rate

Submitted	Labor Amt	\$460.00	Approved	Labor Amt	\$299.00
	Parts & Freight	\$25.42		Parts & Freight	\$25.42
	Total	\$485.42		Total	\$324.42

DEALER

SIGNATURE

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER

SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.