

# 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 2040770  
 CLAIM ORIGIN WEB  
 ORIGINAL CLAIM ID  
 VIN 4X4TFLB23RZ191461  
 CHASSIS VIN  
 MILEAGE 0  
 SITE/WAREHOUSE 010 / 010D  
 ITEM # FLT26FKBS  
 DEALER RO # 11036  
 CLAIM START DATE 08/29/2024  
 CLAIM END DATE 10/28/2024

Labor rate: \$115.00

**OWNER INFORMATION**

TERRY J HAGEN  
 4110 KAUTH DR  
 Wisconsin Rapids, WI 54494  
 USA

Retail Date of Purchase 05/30/2024      WARRANTY EXPIRATION DATE 05/30/2025

**Claim Line Details**

**Labor**

<b>Line# 1</b>	<b>Operation Code</b> SB-387-09-00-004564	<b>Operational Description</b> 51-1798 - MAGIC CHEF REFRIGERATOR VENTS NOT CUT OUT - INSPECTION AND PERFORM REMEDY - Technical Service Bulletin/Refrigerator/Perform/No Tread Code
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**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2024-08-29 11:47:43 :: Complaint: TSB: 51-1798 Refer TSB on venting. Cause: Manufacturer TSB Correction: Performed specified work on refrigerator per manufacturer's TSB, testing functionality to determine effectiveness of TSB. Ambient temperature is 74.8 degrees F in coach. Refer ran all night and is holding at 37F.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	0.35	<b>Sub Labor Amt</b> \$40.25
<b>Serial#</b>	<b>Appr Hrs</b>	0.35	<b>Appr Labor Amt</b> \$40.25

**Notes**  
Kerb

**Labor**

<b>Line# 2</b>	<b>Operation Code</b> 70-513-01-00-001800	<b>Operational Description</b> Refrigerator Door - Appliances/Refrigerator (Magic Chef)/Replace/No Tread Code
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**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2024-08-29 11:52:19 :: Complaint: Refer isn't getting cold when plugged in to shore power, electric only. Refer door is cracked. Cause: Battery is completely drained. Needs to be recharged in order for refrigerator to function properly. Correction: Once plugged into shore power and the battery began to charge up again, refrigerator began making cold air. Compressor started after a hard rest. Tested plugged in overnight. Ambient temperature in coach is 74.8F. Refer ran all night and is holding at 37F. While performing TSB did not ice inside door is cracked. Should order a new door.

<b>Model# 1</b>	<b>Dlr Sub Hrs</b>	0.50	<b>Sub Labor Amt</b> \$57.50
<b>Serial# 1</b>	<b>Appr Hrs</b>	0.20	<b>Appr Labor Amt</b> \$23.00

**Notes**

Hello, i'm a bit confused on this claim. Forest River does not install batteries. keeping the batteries charged is not a warranty item as well as the unit has been retail ownd since May the door being cracked appears to be damage.  
 The crack in the door was not done by the customer, it cracked after one use and now we need a replacement. The battery issue resolved the running properly after charged. The battery not being charged properly was fixed once recharged and no further issue with it. They did not know that the battery was not charged and that it would cause that issue. We are asking warranty covers the cracked door, not anything for the battery. If you need anything further or would like to talk to the customer about what had happened, we can have them know and have them reach out. Thank you!  
 Hello, just so i'm understanding they used the fridge one time since May and then it cracked?

Yes, confirmed with the customer that it was only used one time.  
 approved for flat rate as a goodwill. Thank you

**Part**

<b>Line# 1</b>	<b>Item #</b>	<b>Description</b>			
	F100428252	REFRIGERATOR PART - 5Q-1: DUAL SWING GLASS REFRIGERATOR DOOR FOR MODEL# MCDCCR10DSG AND ZMCDCCR10DSG - BLACK - 10.7 CU FT - V# MCDCCR10DSG-1000   OLD V# MCDCCR10DSG-100			
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>		
	Sub Qty 1.00	Sub Dlr Price \$140.40	Sub Freight	\$41.35	
	Appr Qty 1.00	Appr Dlr Price \$140.40	Appr Freight	\$41.35	

**Notes**

<b>Submitted</b>	Labor Amt	\$97.75	<b>Approved</b>	Labor Amt	\$63.25
	Parts & Freight	\$181.75		Parts & Freight	\$181.75
	Total	\$279.50		Total	\$245.00

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**DEALER** **DATE**  
**SIGNATURE**

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

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**CUSTOMER** **DATE**  
**SIGNATURE**

All repairs described have been inspected and are satisfactory.