

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 2088242
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TFLB23RZ191556
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 010 / 010D
 ITEM # FLT26RBWS
 DEALER RO # 11301
 CLAIM START DATE 10/10/2024
 CLAIM END DATE 02/25/2025

Labor rate: \$115.00

OWNER INFORMATION

BETH GOTTER
 404 SOUTH PEARL STREET
 Spencer, WI 54479
 USA

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

Claim Line Details

Labor

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

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2024-10-10 15:43:53 :: Complaint: Recall 51-1798=refer for venting cut Cause: recall. Correction: Cut vent holes in fridge

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.35	Appr Labor Amt	\$40.25

Notes
 reduced labor as 0.35 is the time allotted for the tsb. bvdillon

Labor

Line# 2 **Operation Code** **Operational Description**
 40-106-01-00-001232 Porch Light - Electrical/12 Volt Exterior/Replace/No Tread Code

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2024-10-10 15:46:12 :: Complaint: Customer states that the rear ods rear utility light does not work Cause: Light polarity was wired backwards, burned out switch in light, LED still works with an aux power source. Fixture needs replacement. Correction: Replace light with identical fixture. Working as should now.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$57.50

Notes
 bvdillon
 Hello, please attach a photo of the backside of the light.
 Photo's uploaded. Thank you.

Part

Line# 1 **Item #** **Description**
 F100033445 LIGHT - 3D-1 LIGHT - 3D-1: LED PORCH LIGHT, W/ SWITCH - CLEAR LENS / BLACK BASE - V# RVPLL13CB | X

Model #	Serial #	Part tag	0000354597		
Sub Qty	1.00	Sub Dlr Price	\$5.77	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$5.77	Appr Freight	\$0.00

Notes

Labor

Line# 3 **Operation Code** **Operational Description**

70-708-01-11-004499

Antenna Dongle - Appliances/Antenna (Winegard Air 360, Connect)/Replace/
Electrical

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2024-10-10 15:49:38 :: Complaint: Customer states that there are no channels on the tv and there is poor radio connection Cause: Stated weak signal strength, bad Winegard 360 antenna. Used process of elimination one component at a time. Correction: Eventually got some channels to show up during scan, It was down to both the tv or the antenna. Used a different antenna to test. Winegard 360 +5G antenna is defective. Need to replace antenna,

Model# AIR 360+ 5G	Dlr Sub Hrs 0.50	Sub Labor Amt \$57.50
Serial# AR2-5G3	Appr Hrs 0.50	Appr Labor Amt \$57.50

Notes

Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you

Please order needed part. Please note DEFECTIVE MUST BE RETURNED FOR TESTING. kerb Hello there – We are providing a reminder that this repair line requires that this part be returned to us within 14 days of the claim be submitted for processing. Currently, there has not been a prepaid label created for return. Failure to return the part within this timeframe may result in denial of the repair. Please note that we are placing the claim back on the dealer’s side as we await the arrival of the defective part. Please only acknowledge this feedback once the part has shipped. Thank you for your partnership with Rockwood & Flagstaff.

Dealer is sending part back. Thank you.

Hello there – We are providing a reminder that this repair line requires that this part be returned to us within 14 days of the claim be submitted for processing. Currently, there has not been a prepaid label created for return. Failure to return the part within this timeframe may result in denial of the repair. Please note that we are placing the claim back on the dealer’s side as we await the arrival of the defective part. Please only acknowledge this feedback once the part has shipped. Thank you for your partnership with Rockwood & Flagstaff

Part has shipped.

Hello, please provide all the information of the tracking, as well the address you have sent the part back to, as The tracking was not created from the claim. It is important to create the tracking from the claim to make sure that the part is going to the correct Forest River. Please advise all the shipping information

Uploaded photo of tracking.

Waiting for part to come back dealer has uploaded tracking, will give it a couple days before putting in feedback again as dealer continues to acknowledge the claim. arbutler 3/13

Part

Line# 1	Item #	Description			
	F100373492	ANTENNA - PFL ANTENNA - PFL: AIR 360, 5G - V# AR2-5G3 X			
	Model #	Serial #	Part tag	0000354598	
	Sub Qty 1.00	Sub Dlr Price \$303.24	Sub Freight	\$0.00	
	Appr Qty 1.00	Appr Dlr Price \$159.26	Appr Freight	\$20.00	

Notes

Dealer cost \$90.75 + state allowed mark-up of 30% for WI + OTS part allowance of 35%. In the future, please use the OTS calculator at the bottom of the policy to determine the amount Forest River will pay for the part. As a one time goodwill Forest River will cover up to \$20.00 for the freight cost for the NON Forest River part. Thank you

Submitted	Labor Amt	\$172.50	Approved	Labor Amt	\$155.25
	Parts & Freight	\$239.03		Parts & Freight	\$185.03
	Total	\$411.53		Total	\$340.28

DEALER _____ DATE _____

CUSTOMER _____ DATE _____

SIGNATURE

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

SIGNATURE

All repairs described have been inspected and are satisfactory.