

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497		CLAIM STATUS Paid	
GREENEWAY INC		CLAIM 2210779	
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN WEB	
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TPUG24SP103689
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	420 / 420
		ITEM #	PUT31QBBH
		DEALER RO #	11420B
		CLAIM START DATE	02/25/2025
		CLAIM END DATE	04/30/2025
Labor rate:	\$115.00		
OWNER INFORMATION			
DANIEL J TESSARO			
N9676 WILDFLOWER LN			
Berlin, WI 54923			
USA			
Retail Date of Purchase	04/17/2025	WARRANTY EXPIRATION DATE	04/17/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-101-24-00-001076	Hinged Passage Door - Interior/Interior Doors/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-02-25 11:03:35 :: Complaint: Finish missing from the bottom of the bunk room door. Cause: Finish appears to be scraped from install. Correction: Used black paint pen to cover the scrape.			
	Model#	Dlr Sub Hrs	0.30	Sub Labor Amt \$34.50
	Serial#	Appr Hrs	0.20	Appr Labor Amt \$23.00
	Notes			
	flat rate			

Labor

Line# 2	Operation Code 70-187-01-00-002240	Operational Description Coleman AC Shroud - Appliances/Roof AC (Coleman-RVP)/Replace/No Tread Code		
	Complaint, Cause, Correction Original Note : greeneway@dealer-advisors.com, 2025-02-25 11:06:14 :: Complaint: AC has something rattling inside the main AC shroud. Cause:Flapping aluminum tape causing noise in the AC. Correction: Removed 6 screws holding AC interior shroud in place then pressed the aluminum tape firmly into place. Reinstalled the shroud and tested and no longer making the rattling noise. Additional Note : greeneway@dealer-advisors.com, 2025-02-25 11:07:50 :: *no repair code coming up.			
Model# 1	Dlr Sub Hrs	0.75	Sub Labor Amt	\$86.25
Serial# 1	Appr Hrs	0.30	Appr Labor Amt	\$34.50
	Notes flat rate			

Labor

Line# 3	Operation Code	Operational Description		
	30-101-24-00-001076	Hinged Passage Door - Interior/Interior Doors/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-02-25 11:09:15 :: Complaint: All passage doors have heavy smear marks on them. Cause: Smears on door faces from factory. Correction: Used a strong solution of Murphy's soap and scrubbed both sides of 3 doors down. Smears are no longer there.			
	Model#	Dlr Sub Hrs	1.50	Sub Labor Amt \$172.50
	Serial#	Appr Hrs	0.80	Appr Labor Amt \$92.00
	Notes			
	flat rate to clean			
	.10 X 8			

Labor

Line# 4 **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, 2025-02-25 11:10:58 :: Complaint: Found on prep- the rear bunk slide is out of square in the slideout hole. Cause: Rear ODS slide is out of square in the hole, came from factory this way. Correction: Will need to adjust slide at the rams. Additional Note : greeneway@dealer-advisors.com, 2025-04-30 14:51:18 :: Made incremental adjustments to the rail brackets, didn't seem to affect the slide position, those mostly control the "tip-in" angle. Measured from corner to corner on interior of slide. Slide toom from interior measures 1-1/4" out of square. Not a lot we can do to adjust this aside from pulling the whole slide and swimming the warebar that the slide sits on. As of right now, all the seals are touching and sealing appropriately. Making a note for future use.

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$172.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$57.50

Notes

If factory setting marks (white lines) are found on the slide components, before and after pictures of the components are required when an adjustment is performed. Please refer to the document, "Warranty and Technical Guidance for Through-Frame Slide Out Room Adjustments," located in the Documents quick link under "Forest River Technical Training." All pictures should be submitted in JPEG or PDF formats only.

I uploaded the picture from the technician, he stated there were no white lines on this one, or any of the other Pumas on our lot. The only other place there could be one would require us to remove metal siding from the unit to get the pics.
so is he just adjusting the slide ?
Yes, that is what is stated in the correction. "Will need to adjust slide at the rams." Thank you.
flat rate to adjust slide per dealer

Labor

Line# 5 **Operation Code** **Operational Description**
30-102-24-00-004562 Gimp/Vinyl Trim - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code
Complaint, Cause, Correction
Original Note : greeneway@dealer-advisors.com, 2025-02-25 11:12:28 :: Complaint: There are two corners in the bunk room where the seal/seam has a lip to it. Cause: Seal/seam are incorrect length. Correction: Two of the corners in the bunk room need to be trimmed and have silicone put over them.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$86.25
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$23.00

Notes
Flat rate to resecure

.10 X 2

Submitted	Labor Amt	\$552.00	Approved	Labor Amt	\$230.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$552.00		Total	\$230.00

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.