

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 2172933
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2PUPB7N4016293
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 425 / 425
 ITEM # PUT25BHFQ-1
 DEALER RO # 11510
 CLAIM START DATE 01/15/2025
 CLAIM END DATE 03/17/2025

Labor rate: \$115.00

OWNER INFORMATION

JEFFREY WILLIAMS
 980 ARCHERS WAY
 Nekoosa, WI 54457
 USA

Retail Date of Purchase 06/28/2024

WARRANTY EXPIRATION DATE

06/28/2025

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 60-141-19-00-001596 Tub Surround - Plumbing/Shower, Tub Surround/Reseal/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-15 13:04:45 :: Complaint: Caulking on top of the shower inset is no sealed where the plastic panel meets the paneling. There is a gap instead of being sealed to the wall. Cause: Shower surround is not sealed properly around the top. Corrections: Recalk the shower surround.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50
Serial#	Appr Hrs	0.20	Appr Labor Amt \$23.00

Notes
 flat rate

Labor

Line# 2 **Operation Code** **Operational Description**
 30-102-12-00-002691 Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-15 13:07:12 :: Complaint: Delamination going on. The wall in the bathroom has a spot that is pulling away from the structure. There is also a spot in the main bedroom right inside the door to the left. Cause: Paneling seams are separating from the wall studs. Corrections: Renail the paneling in place.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt \$57.50
Serial#	Appr Hrs	0.30	Appr Labor Amt \$34.50

Notes
 flat rate
 .20 resecure wall panel
 .10 add seam tape

Labor

Line# 4 **Operation Code** **Operational Description**
 30-101-01-00-001079 Sliding, Pocket Door Track - Interior/Interior Doors/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-15 13:10:24 :: Complaint: Door for bedroom hinge is broken, and the door came off the track. Cause: Customer states it came off the track and the lower guide fell apart. The track got damaged, and one set of rollers is damaged. Track is 8' long, white. Correction: R&R door track and roller

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt \$115.00
Serial#	Appr Hrs	0.40	Appr Labor Amt \$46.00

Notes

flat rate

Part

Line# 1	Item #		Description			
	USERPART		662697- track 96" white steel pocket door *I am not sure why dealer cost is generating at \$8.25- that is not correct.			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$14.04	Sub Freight	\$118.69
	Appr Qty	1.00	Appr Dlr Price	\$14.04	Appr Freight	\$118.69

Notes

Line# 2	Item #		Description			
	20X11612A		POCKET DOOR GUIDE, BROWN #PDG812BR PP2			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$0.99	Sub Freight	\$9.15
	Appr Qty	1.00	Appr Dlr Price	\$0.99	Appr Freight	\$9.15

Notes

Line# 3	Item #		Description			
	F100383497		POCKET DOOR ROLLER W/ TRIGGER			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$2.60	Sub Freight	\$9.16
	Appr Qty	1.00	Appr Dlr Price	\$2.60	Appr Freight	\$9.16

Notes

Line# 4	Item #		Description			
	F100133274		HINGE, CABINET DOOR, BLACK (ADV) #TP-16-FS-MB			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$0.39	Sub Freight	\$2.63
	Appr Qty	1.00	Appr Dlr Price	\$0.39	Appr Freight	\$2.63

Notes

Labor

Line# 5	Operation Code	Operational Description		
	30-100-01-00-001050	Cabinet Stiles - Interior/Cabinetry/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-01-15 13:12:22 :: Complaint: Trim on dinette seating is pulling up. Cause: Trim on dinette ends are peeling up. Customer taped them down with duct tape, when we tried to take the tape off it pulled the finish off. Correction: Replace the styles. 3" wide 8' long.			
	Model#	Dlr Sub Hrs	6.00	Sub Labor Amt \$690.00
	Serial#	Appr Hrs	0.75	Appr Labor Amt \$86.25

Notes
flat rate /customer goodwill to r/r trim and over lay stile only

Part

Line# 1	Item #		Description			
	F100185352		SEAM TAPE, 6" X 150' CHILLOUT DRIFT			
	Model #		Serial #		Part tag	
	Sub Qty	3.00	Sub Dlr Price	\$1.98	Sub Freight	\$3.08
	Appr Qty	3.00	Appr Dlr Price	\$1.98	Appr Freight	\$3.08

Notes
Forest River excludes the goodwill fee from mark-up considerations

Labor

Line# 6	Operation Code	Operational Description		
	30-102-12-00-001096	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, 2025-01-15 13:15:19 :: Complaint: Foot panel on the dinette seating closest to the bathroom is loose and needs to be reattached. Cause: Panel under dinette seat came loose. Correction: Reattached panel under dinette seat.

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$11.50
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$11.50

Notes

Labor

Line# 7	Operation Code	Operational Description
	30-91-01-00-000891	Tri-Fold or Hide-a-Bed Sofa - Interior/Living Quarters, Sofa, Chair/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-15 13:18:32 :: Complaint: Bottom bunk/pull out bed in the bunk house is bent in the middle causing a gap. Bed has only been used a few times. Cause: Customers son used the bed and it collapsed, which is being fixed on a previous WO. The jack knife sofa was damaged/bent due to the bunk collapsing. Correction: Need to R&R sofa.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$115.00

Notes

attach a photo of the data tag for vendor review to proceed
All the tags have already been attached to this claim. If there is another one located somewhere, please provide a location. Thank you!
claim submitted to vendor follow email thread
Good morning, Annette,

Thank you for sending this in for review. Lippert will authorize the replacement of the COMPLETE JACKKNIFE and 1.00 labor. The part number authorized is: 20201024593 - JACKKNIFE 68" W/ FOLD-DOWN (FRENCH SEAMS) 2021 FR PUMA

CASE: 5573639

Thank you,

Taquasya H.
Care Center Customer Service Representative
LIPPERT
P: 574.312.7759 | F: 574.534.7161
www.lippert.com

Part

Line# 1	Item #	Description
	F100209099	SOFA, 68" JACKKNIFE, CAFE LATTE DECOR, WYATT STEERHIDE 2021
	Model #	Serial #
	Sub Qty	1.00
	Appr Qty	1.00
	Sub Dlr Price	\$491.01
	Appr Dlr Price	\$491.01
	Sub Freight	\$107.52
	Appr Freight	\$107.52

Notes

Submitted	Labor Amt	\$1,046.50	Approved	Labor Amt	\$316.25
	Parts & Freight	\$761.83		Parts & Freight	\$761.24
	Total	\$1,808.33		Total	\$1,077.49

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.