

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 2173722
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2PUEC1S4023036
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 425 / 425
 ITEM # PUT16BHCE-1
 DEALER RO # 11629
 CLAIM START DATE 01/16/2025
 CLAIM END DATE 01/22/2025

Labor rate: \$115.00
 OWNER INFORMATION

Retail Date of Purchase WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 20-66-02-00-000678 Screen Door - Exterior/Entry Doors/Adjust/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:10:49 :: Complaint: Screen door does not latch.
 Cause: Improperly installed from factory. Correction: Removed screws, adjusted the catch and reinstalled the
 screws. Door now opens and closes as it should.
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**
 20-46-24-00-000721 Window - Exterior/Windows/Repair/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:13:18 :: Complaint: Silicone is smeared on
 interior and exterior of the windows. Cause: Silicone from factory on windows. Correction: Used quik solve to
 remove the smeared silicone on interior and exterior of the unit.
Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50
Notes
 attach photos of issue after unit has been washed and provide wash date
 There are before and after pictures of where the silicone was on the interior/exterior of the unit
 already on this claim. The tech took pictures while she was doing her walk through and then
 cleaned up the silicone smears as she was going along. The unit has been cleaned since
 01-14-2025.
 per photos.
 Not noted on DAF

Labor

Line# 3 **Operation Code** **Operational Description**
 20-58-24-00-000608 Metal - Aluminum Siding, each sheet - Exterior/Metal, Aluminum Siding/Repair/
 No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:14:40 :: Complaint: Silicone smeared on the
 exterior metal in different areas. Cause: Silicone smeared on exterior of the unit from factory. Correction: Used
 quik solve to remove all smear marks from silicone off the metal.
Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50
Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50
Notes

most of this looks like road grime

submit photos of issue after unit is washed and provide wash date
There are before and after pictures of where the silicone was on the interior/exterior of the unit already on the claim. The tech took pictures while she was doing her walk through and then cleaned up the silicone smears as she was going along. The unit has been cleaned since 01-14-2025.
per photos. Unit is dirty

not noted on DAF

Labor

Line# 4

Operation Code 30-91-24-00-000923 **Operational Description**
Furniture - Sofa or Chairs - Interior/Living Quarters, Sofa, Chair/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:16:06 :: Complaint: Scuff on bottom of the sofa fabric. Cause: Smudge on bottom of sofa from the factory. Correction: Used a solvent to remove the smudge.

Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50

Serial# **Appr Hrs** 0.20 **Appr Labor Amt** \$23.00

Notes

.20 clean

Labor

Line# 5

Operation Code 20-46-24-00-000721 **Operational Description**
Window - Exterior/Windows/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:17:39 :: Complaint: Black window frames on the interior have scratches down the metal. Cause: Scratched from installation at factory. Correction: Used paint pen to cover scratches on all interior frames of windows.

Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50

Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50

Notes

touch up

Labor

Line# 6

Operation Code 30-98-24-00-001004 **Operational Description**
Bunk Mattress Cover - Interior/Beds, Mattress/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:19:09 :: Complaint: Back of the bottom bunk mattress is full of white putty squished into it. Cause: Came from factory this way. Correction: Used solvent to remove the putty from the back of bunk mattress.

Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50

Serial# **Appr Hrs** 0.30 **Appr Labor Amt** \$34.50

Notes

.30 clean

Labor

Line# 7

Operation Code 30-100-24-00-001043 **Operational Description**
Drawer Front - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:20:18 :: Complaint: Top drawer in the kitchen has a nick out of the finish. Cause: Came from factory this way. Correction: Used wood pen to cover the small gouge.

Model# **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$57.50

Serial# **Appr Hrs** 0.10 **Appr Labor Amt** \$11.50

Notes

.10 touch up

Labor

Line# 8

Operation Code 30-101-36-00-001076 **Operational Description**
Hinged Passage Door - Interior/Interior Doors/Touch Up/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-01-16 10:21:16 :: Complaint: Bathroom door has a small

