

# FOREST RIVER WARRANTY CLAIM FORM

|                                  |            |                          |                   |
|----------------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #                 | 0009497    | CLAIM STATUS             | Paid              |
| GREENEWAY INC                    |            | CLAIM                    | 2216319           |
| DBA GREENEWAY RV SALES & SERVICE |            | CLAIM ORIGIN             | WEB               |
| 8220 STATE HWY 13 SOUTH          |            | ORIGINAL CLAIM ID        |                   |
| WISCONSIN RAPIDS, WI 54494       |            | VIN                      | 5ZT2FSHC1S3037205 |
| USA                              |            | CHASSIS VIN              |                   |
|                                  |            | MILEAGE                  | 0                 |
|                                  |            | SITE/WAREHOUSE           | 010 / 010G        |
| Labor rate:                      | \$115.00   | ITEM #                   | FLTE19FD          |
| OWNER INFORMATION                |            | DEALER RO #              | 11729C            |
| RICHARD BALE                     |            | CLAIM START DATE         | 03/03/2025        |
| 5805 OAK LANE                    |            | CLAIM END DATE           | 03/04/2025        |
| Minneapolis, MN 55436            |            |                          |                   |
| USA                              |            |                          |                   |
| Retail Date of Purchase          | 02/25/2025 | WARRANTY EXPIRATION DATE | 02/25/2026        |

## Claim Line Details

### Labor

| Line# | Operation Code      | Operational Description                                                              |
|-------|---------------------|--------------------------------------------------------------------------------------|
| 1     | 70-170-01-11-002054 | Suburban Furnace Wall Thermostat - Appliances/Furnace (Suburban)/Replace/ Electrical |

#### Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-03-03 07:14:25 :: Complaint: Furnace will turn on and then turn off, will not stay running. Cause: Upon diagnosis by eliminating the thermostat, found that the furnace would stay running. Found broken connectors on thermostat and siliconed wires, removed silicone and found blue wire (thermostat wire) pulls out not making a good connection because of broken clip. Correction: Replaced thermostat with a new thermostat and the furnace operates as it should.

|           |             |      |                |         |
|-----------|-------------|------|----------------|---------|
| Model# 1  | Dlr Sub Hrs | 0.50 | Sub Labor Amt  | \$57.50 |
| Serial# 1 | Appr Hrs    | 0.00 | Appr Labor Amt | \$0.00  |

#### Notes

approval pending pictures of the furnace model and serial number as well as a picture of the front of the thermostat. Thank you  
Per the CCC repair box photos of the back/front and the model and serial numbers need to be provided of the A/C not the furnace. . Thank you  
The customer picked up the unit already and it is now in another state. We did not know we would need a picture of the AC serial number as it is not directly correlated with the repair that was done. We tried to get a picture of the serial number off the furnace but there was not one. Thank you.  
Hello, if following the CCC requirements for what the vendor requires it states that the model and serial numbers are to be input on the claim, as well as the photos that are needed when submitting claim, since the correct photos are not available and the model and serial numbers are not provided, I will as a one time goodwill gesture approve for the part cost only no labor. Once you have acknowledged I will proceed with the approval . Thank you  
Dealer does not have the photos of the thermostat, will approve for part cost only no labor.

### Part

| Line# | Item #         | Description                                                                                              |
|-------|----------------|----------------------------------------------------------------------------------------------------------|
| 1     | F100566445     | THERMOSTAT - PFL THERMOSTAT - PFL: DIGITAL THERMOSTAT, W/ PLUGS, COOL AND HEAT - BLACK - V# 9420-382   X |
|       | Model #        | Serial #                                                                                                 |
|       | Sub Qty        | 1.00                                                                                                     |
|       | Sub Dlr Price  | \$103.03                                                                                                 |
|       | Sub Freight    | \$0.00                                                                                                   |
|       | Appr Qty       | 1.00                                                                                                     |
|       | Appr Dlr Price | \$64.64                                                                                                  |
|       | Appr Freight   | \$0.00                                                                                                   |

#### Notes

Dealer cost \$36.83+ 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.

|                  |                 |          |
|------------------|-----------------|----------|
| <b>Submitted</b> | Labor Amt       | \$57.50  |
|                  | Parts & Freight | \$79.25  |
|                  | Total           | \$136.75 |

|                 |                 |         |
|-----------------|-----------------|---------|
| <b>Approved</b> | Labor Amt       | \$0.00  |
|                 | Parts & Freight | \$64.64 |
|                 | Total           | \$64.64 |

|                                                                                      |             |
|--------------------------------------------------------------------------------------|-------------|
| <b>DEALER</b>                                                                        | <b>DATE</b> |
| <b>SIGNATURE</b>                                                                     |             |
| I certify that I have performed these repairs consistent with Forest River Policies. |             |

|                                                                 |             |
|-----------------------------------------------------------------|-------------|
| <b>CUSTOMER</b>                                                 | <b>DATE</b> |
| <b>SIGNATURE</b>                                                |             |
| All repairs described have been inspected and are satisfactory. |             |