

# 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 2298060  
 CLAIM ORIGIN WEB  
 ORIGINAL CLAIM ID  
 VIN 4X4TFLL24PZ185390  
 CHASSIS VIN  
 MILEAGE 0  
 SITE/WAREHOUSE 010 / 010D  
 ITEM # FLT29RLBS  
 DEALER RO # 11824  
 CLAIM START DATE 05/14/2025  
 CLAIM END DATE 06/27/2025

Labor rate: \$140.00

**OWNER INFORMATION**  
 JAMES OHARE  
 224 EAST MAIN STREET  
 Stillman Valley, IL 61084  
 USA

Retail Date of Purchase 07/02/2024      WARRANTY EXPIRATION DATE 07/02/2025

## Claim Line Details

### Labor

**Line# 1**      **Operation Code**      **Operational Description**  
 70-162-01-00-001941      Oven Thermostat - Appliances/Range (Magic Chef)/Replace/No Tread Code  
**Complaint, Cause, Correction**  
 Original Note : greeneway@dealer-advisors.com, 2025-05-14 08:58:01 :: Complaint: Oven works but doesn't heat right. Will not get up to temperature of 425 and is very slow to heat at all. Cause: Test oven for operation of temp, temp is within parameters Correction: Diagnostic time only per state of WI law- temperature is within parameters.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	1.00	<b>Sub Labor Amt</b>	\$140.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.00	<b>Appr Labor Amt</b>	\$0.00

**Notes**

hello, this is the first I've heard of this WI law regarding the oven, could you elaborate or submit a document explaining the parameters that you are describing as well as photos of the oven?  
 Please review the 2023 Assembly Bill 230 - Under Warranty "The schedule of compensation to be paid shall include reasonable compensation for diagnostic work"  
 Hello, just so i'm understanding no issue was found but your requesting diagnostic time correct?  
 We respectfully deny this request. After consulting with our corporate team, we have received confirmation and approval to proceed with the denial as no issue was found.  
 Repair line was not acknowledged within 14 days from the initial change of status. Dealer Connect has auto-acknowledged this line so the remainder of the claim can be processed.  
 Please contact the associated warranty department if you have any questions.

### Labor

**Line# 2**      **Operation Code**      **Operational Description**  
 30-100-12-00-001049      Cabinet End Panel - Interior/Cabinetry/Resecure or Tighten/No Tread Code  
**Complaint, Cause, Correction**  
 Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:00:32 :: Complaint: Panel under the best towards the front of the camper has warped and distorted pulling off of the aluminum frame. Cause: Panel loose. Correction: Refastened.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	0.50	<b>Sub Labor Amt</b>	\$70.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.50	<b>Appr Labor Amt</b>	\$70.00

**Notes**

authorized to repair

### Labor

**Line# 3**      **Operation Code**      **Operational Description**  
 30-103-24-00-001119      Carpet - Interior/Flooring/Repair/No Tread Code  
**Complaint, Cause, Correction**  
 Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:03:05 :: Complaint: Carpet next to the bed towards the bathroom is not attached and is loose. Cause: Carpet is loose. Correction: Had to unmount the bed frame from slide floor, then tuck the carpet back under the bed frame. Staple carpet down then reattached the

bed frame.

Model# Dlr Sub Hrs 0.75 Sub Labor Amt \$105.00

Serial# Appr Hrs 0.75 Appr Labor Amt \$105.00

Notes

bvdillon

Labor

Line# 4

Operation Code

10-12-02-00-000217

Operational Description

Slide Out Rollers - Frame & Chassis/Slide Out System - Lippert/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:04:30 :: Complaint: Carpet by fireplace will not lay down on the floor with slide out extended. Cause: Carpet bunches up when slide is all the way out, need to adjust slide stopping point. Correction: Adjusted the stopping point of slideout at the actuator to prevent carper from bunching up. Additional Note : greeneway@dealer-advisors.com, 2025-05-14 09:04:58 :: Unsure on labor code for this.

Model# Dlr Sub Hrs 0.50 Sub Labor Amt \$70.00

Serial# Appr Hrs 0.50 Appr Labor Amt \$70.00

Notes

authorized to adjust.

Labor

Line# 5

Operation Code

40-106-01-00-001232

Operational Description

Porch Light - Electrical/12 Volt Exterior/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:05:39 :: Complaint: Outdoor light on the drivers side by the water hook up does not work. Cause: Burnt out. Correction: Installed new light.

Model# Dlr Sub Hrs 0.25 Sub Labor Amt \$35.00

Serial# Appr Hrs 0.25 Appr Labor Amt \$35.00

Notes

bvdillon

We have updated the repair code to a more appropriate one based on the identified root cause of this repair request

Part

Line# 1

Item #

F100033445

Description

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

Model #

Sub Qty 1.00

Appr Qty 1.00

Serial #

Sub Dlr Price \$5.77

Appr Dlr Price \$5.77

Part tag

Sub Freight \$0.00

Appr Freight \$0.00

Notes

Labor

Line# 6

Operation Code

20-78-01-00-000799

Operational Description

Awning Fabric - Lippert - Exterior/Awnings (Lippert)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:08:05 :: Complaint: Front awning has slits in it where the LED lights are along the length of the awning. Cause: Awning lights were attached too high up so when the awning closes, the lights get in the way and stretch the fabric causing the tears. Correction: Replace fabric only with light. Light needs to be placed in the proper spot to avoid further issues. Awning is 11'

Model# 1 Dlr Sub Hrs 2.50 Sub Labor Amt \$350.00

Serial# 1 Appr Hrs 2.50 Appr Labor Amt \$350.00

Notes

hello, please advise when this was first noticed as it has been on the dealer lot since 2022 and retail owned for 10 months.

Customer noticed after picking up of unit when putting the awning out for the first time.

Denied at this time as this would be considered damage as this is not noted int eh time on dealer lot for nearly 2 years and unit has been retail owned nearly 1 year with no notation. this would be considered damage at this time as it appears something sliced the awning.

Repair line was not acknowledged within 14 days from the initial change of status. Dealer

Connect has auto-acknowledged this line so the remainder of the claim can be processed.  
 Please contact the associated warranty department if you have any questions.  
 Kerb

**Part**

<b>Line# 1</b>	<b>Item #</b>	<b>Description</b>			
	F100292405	AWNING FABRIC - VDS AWNING FABRIC - VDS: BLACK - 11' - V# V000524695			
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>		
	Sub Qty 1.00	Sub Dlr Price \$413.19	Sub Freight \$0.00		
	Appr Qty 1.00	Appr Dlr Price \$317.84	Appr Freight \$0.00		

**Notes**

<b>Line# 2</b>	<b>Item #</b>	<b>Description</b>			
	USERPART	DCR551LSW-1 Dicor non-leveling/non-sag lap sealant - white			
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>		
	Sub Qty 1.00	Sub Dlr Price \$9.05	Sub Freight \$0.00		
	Appr Qty 1.00	Appr Dlr Price \$9.05	Appr Freight \$0.00		

**Notes**

<b>Line# 3</b>	<b>Item #</b>	<b>Description</b>			
	USERPART	DCR501LSW-1 Dicor self leveling lap sealant - white			
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>		
	Sub Qty 1.00	Sub Dlr Price \$9.05	Sub Freight \$0.00		
	Appr Qty 1.00	Appr Dlr Price \$9.05	Appr Freight \$0.00		

**Notes**

**Labor**

<b>Line# 7</b>	<b>Operation Code</b>	<b>Operational Description</b>			
	20-44-19-00-000553	Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code			
	<b>Complaint, Cause, Correction</b>				
	Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:10:26 :: Complaint: Sealant on the roof joints is cracking in places including the slide outs. Customer cleaned up some to make sure there wasn't damages from rain when driving home. Cause: Roof sealant is cracking. Correction: Roof reseal. Additional Note : greeneway@dealer-advisors.com, 2025-05-14 09:11:14 :: *Time requested is to reseal the whole roof, do not see a code for that.				

<b>Model#</b>	<b>Dlr Sub Hrs</b>	3.00	<b>Sub Labor Amt</b>	\$420.00
<b>Serial#</b>	<b>Appr Hrs</b>	1.00	<b>Appr Labor Amt</b>	\$140.00

**Notes**

Dealer and Retail seal maintenance checks begin at the 6-month mark as outlined in the Dealer Inventory Maintenance Schedule from "The Forest River Way" guidelines and the Owner's Manual Maintenance Schedule. It appears the seal has not been maintained. We will cover as a one time goodwill for the customer at 1 hour.  
 Thank you. We will get this message to the techs.  
 one time goodwill gesture as this is lack of lot maintenance

**Labor**

<b>Line# 8</b>	<b>Operation Code</b>	<b>Operational Description</b>			
	30-307-24-11-001183	Fireplace - Interior/Fireplace/Repair/Electrical			
	<b>Complaint, Cause, Correction</b>				
	Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:12:12 :: Complaint: Fireplace has a yellow sticker inside it that needs to be removed. Cause: Sticker left in fireplace. Correction: Remove sticker.				

<b>Model# 1</b>	<b>Dlr Sub Hrs</b>	0.25	<b>Sub Labor Amt</b>	\$35.00
<b>Serial# 1</b>	<b>Appr Hrs</b>	0.00	<b>Appr Labor Amt</b>	\$0.00

**Notes**

respectfully denied as this is not our sticker or a warranty issue.

**Labor**

<b>Line# 9</b>	<b>Operation Code</b>	<b>Operational Description</b>			
	30-100-01-00-001057	Bathroom/Lav Countertop - Interior/Cabinetry/Replace/No Tread Code			

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:14:29 :: Complaint: Bathroom vanity counter top front edge is cracked at the center. Cause: Unknown stress crack. Correction: Replace countertop 25.5" by 23 3/8"

<b>Model#</b>	<b>Dlr Sub Hrs</b>	4.00	<b>Sub Labor Amt</b>	\$560.00
<b>Serial#</b>	<b>Appr Hrs</b>	2.00	<b>Appr Labor Amt</b>	\$280.00

**Notes**

Hello, the labor time submitted to Forest River has been reviewed and reduced based on the photos and description provided as well as the most applicable flat rate code. Thank you

**Part**

<b>Line# 1</b>	<b>Item #</b>	<b>Description</b>				
	F100339295	COUNTERTOP - SOP: FOR LAV, W/ SELF EDGE MOLDING - GALACTIC - V# 14G22041SG   PCN 10D-1758, 2613BS/26RLBS, 2720IK/27IKBS, 2906BS/29RLBS,				
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>			
	<b>Sub Qty</b>	1.00	<b>Sub Dlr Price</b>	\$40.26	<b>Sub Freight</b>	\$18.50
	<b>Appr Qty</b>	1.00	<b>Appr Dlr Price</b>	\$40.26	<b>Appr Freight</b>	\$18.50

**Notes**

**Labor**

<b>Line# 10</b>	<b>Operation Code</b>	<b>Operational Description</b>
	20-66-01-00-003745	Integrated Window Shade - Exterior/Entry Doors/Replace/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-05-14 09:16:28 :: Complaint: Blind on entry door window is warped at the top and keeps pulling out of the top retaining clips. It has been reinstalled 3 times. Cause: Blind is warped/bowed at the top. Correction: Replace blind 11.5 wide by 21.5 high.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	0.30	<b>Sub Labor Amt</b>	\$42.00
<b>Serial#</b>	<b>Appr Hrs</b>	0.30	<b>Appr Labor Amt</b>	\$42.00

**Notes**

**Part**

<b>Line# 1</b>	<b>Item #</b>	<b>Description</b>				
	F100216288	ENTRANCE DOOR PART - 2H-2 ENTRANCE DOOR PART - 2H-2: THIN SHADE - BLACK - 11 7/8" X 21 1/2" - V# 786037   CAN BE USED ON ANY "SHADE READY" ASSEMBLY				
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>			
	<b>Sub Qty</b>	1.00	<b>Sub Dlr Price</b>	\$93.93	<b>Sub Freight</b>	\$0.00
	<b>Appr Qty</b>	1.00	<b>Appr Dlr Price</b>	\$93.93	<b>Appr Freight</b>	\$0.00

**Notes**

**Labor**

<b>Line# 11</b>	<b>Operation Code</b>	<b>Operational Description</b>
	30-102-24-00-001094	Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-05-14 11:06:59 :: Complaint: replace wall panels on driver and passenger side rear slide outs that have wrinkled wall covering. Cause: Paneling is peeling above dinette slide. Correction: heat shrink paneling.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	3.50	<b>Sub Labor Amt</b>	\$490.00
<b>Serial#</b>	<b>Appr Hrs</b>	3.50	<b>Appr Labor Amt</b>	\$490.00

**Notes**

hello, the panels cannot be repalced as these are vaccuum bonded walls. can the tech reomove the windows and heat and smooth the paper back down?Thank you.  
We did heat gun the paper back down, the tech is saying that if the customer isn't happy with the way, it looks now it would need to have panels replaced. Majority of it looks good now, but there are a few spots that we could not get the wrinkles out of.  
Hello, so this claim line is for the repair correct? as stated these panels can not be replaced as they're vacuum bonded. kerb

