

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2363019
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TPUS26SP104401
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$140.00	SITE/WAREHOUSE	420 / 420
OWNER INFORMATION		ITEM #	PUT403LFT
KIMBERLIE STANDIFORD		DEALER RO #	12104B
4607 Bannoch Drive		CLAIM START DATE	07/11/2025
Racine, WI 53402		CLAIM END DATE	08/07/2025
USA			
Retail Date of Purchase	05/24/2025	WARRANTY EXPIRATION DATE	05/24/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-101-24-00-001078	Sliding, Pocket Door - Interior/Interior Doors/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:07:45 :: Complaint: Putty smears on all of the door and the wood surfaces like fascia. Cause: Putty left from manufacturer. Correction: Used murphy's oil soap to scrub off the white putty. Additional Note : greeneway@dealer-advisors.com, 2025-07-11 09:08:46 :: Labor time requested includes multiple doors and fascia			
Model#	Dlr Sub Hrs	0.60	Sub Labor Amt	\$84.00
Serial#	Appr Hrs	0.60	Appr Labor Amt	\$84.00
	Notes			

Labor

Line# 2	Operation Code	Operational Description		
	30-103-04-00-001119	Carpet - Interior/Flooring/Clean/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:09:15 :: Complaint: Floor coverings on the slide outs have stains. Cause: Stains on the floor coverings from manufacturer. Correction: Used quick solve to remove any stains on the coverings.			
Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$70.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00
	Notes			

Labor

Line# 3	Operation Code	Operational Description		
	30-99-24-00-001018	Day Night Shade or Roller Shade - Interior/Soft Goods/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:10:13 :: Complaint: Putty on the shade by the dinette. Cause: White putty on shade from manufacturer. Correction: Used quick solve to remove then dotted with black marker to blend the colors of the shade.			
Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$28.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$28.00
	Notes			

Labor

Line# 4	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, 2025-07-11 09:11:08 :: Complaint: On the bottom of the bed the trim is popping off. Cause: Loose trim Correction: Used pin nailer to nail trim back into place, also hit 3 other loose trim in unit while securing the beds trim.

Model#	Dlr Sub Hrs	0.15	Sub Labor Amt	\$21.00
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Serial#	Appr Hrs	0.10	Appr Labor Amt	\$14.00
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Notes

flat rate to secure

Labor**Line# 5****Operation Code**

20-46-01-00-000731

Operational Description

Window Latches - Exterior/Windows/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:12:16 :: Complaint: In the loft the emergency window on off door side the latch will not allow the window to close. Cause: Misaligned latch. Correction: adjusted the latch by loosening screws and moving it up a bit, now it latches as it should. Additional Note : greeneway@dealer-advisors.com, 2025-07-11 09:13:52 :: No repair code

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$28.00
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Serial#	Appr Hrs	0.20	Appr Labor Amt	\$28.00
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Notes**Labor****Line# 6****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, 2025-07-11 09:14:53 :: Complaint: The door side loveseat, the bracket that holds the love seat in place has come out of the floor. Cause: Improper installation. Correction: Removed screws then pushed seat back and reinstalled screws into the bracket and tightened the screw that goes into the love seat. Loveseat is now secure.

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$28.00
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Serial#	Appr Hrs	0.20	Appr Labor Amt	\$28.00
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Notes**Labor****Line# 7****Operation Code**

70-167-24-00-002001

Operational Description

Water Heater Door - Appliances/Water Heater (Suburban)/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:16:01 :: Complaint: The water heater keeps throwing an E5 code. Cause: Needs reset. Correction: Checked the fuse, was good. Then turned back on and had no issues. Additional Note : greeneway@dealer-advisors.com, 2025-07-11 09:17:05 :: No repair/reset code available.

Model# 1	Dlr Sub Hrs	0.10	Sub Labor Amt	\$14.00
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Serial# 1	Appr Hrs	0.10	Appr Labor Amt	\$14.00
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Notes

photos required

2nd request photos required by code

Photo uploaded.

Labor**Line# 8****Operation Code**

30-102-12-00-002691

Operational Description

Wall Panel - Luan - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:21:00 :: Complaint: The top fascia board on the dining room slide out is bowing out, you can see bare wood. Cause: The short screws manufacturer installed backer board with pulled out on one side. Correction: Removed decorative fascia carefully then pulled rubber roofing away from backer board, unscrewed 3 screws the other 2 were already loose. Pulled backer away from slide room, took to exterior and removed the 2 stripped screws and removed staples stuck in wood from rubber roof being attached to it. Brought it back in, put backer back up, aligned properly and installed with longer screws. Then removed nails from decorative fascia and trim, reinstalled both, puttied holes and then went over putties

holes with black paint pen to blend better. Also, the end piece was apart, had to take and glue it back together and then reinstall the top end of the fascia arm. Additional Note : greeneway@dealer-advisors.com, 2025-07-11 09:23:27 :: Unsure on labor code- extensive work justifies the 2 hours it took.

Model#	Dlr Sub Hrs	2.00	Sub Labor Amt	\$280.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$140.00

Notes
flat rate

Labor

Line# 9

Operation Code	Operational Description
30-102-01-00-001101	Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:30:11 :: Complaint: Off door side loveseat slide out, the left fascia arm has a large crease in it. Cause: The arm has a manufacturing defect looks as though it got bent when or before install. Correction: Replace fascia 6" wide x 76" long, dark brown almost black in color.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$140.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00

Notes
flat rate

Labor

Line# 10

Operation Code	Operational Description
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:31:44 :: Complaint: a lot of metal shavings on the floor of the unit. Cause: Manufacturer left a lot of shavings in the unit. Correction: Vacuumed up large amounts of shavings so linoleum does not get damaged any further.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$70.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$42.00

Notes
flat rate to clean

Labor

Line# 11

Operation Code	Operational Description
60-136-24-00-001485	Fresh Water Tank Overflow Hose - Plumbing/Fresh Water Supply/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:33:47 :: Complaint: Water is coming up into kitchen sink but monitor not reading water level. Cause: Air bubble Correction: Emptied the tank completely then leveled the unit. Proceeded to fill tanks to 2/3 reading on both grey tanks all check okay now.

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$42.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$42.00

Notes
photos required
2nd request photos required by code
Customer is going to unit this weekend and will send photos then.
thank you , please respond when photos obtained .
Photo added- please ignore the first photo of the water heater. Thanks.

Labor

Line# 12

Operation Code	Operational Description
30-103-24-00-001125	Linoleum - Interior/Flooring/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:36:01 :: Complaint: Linoleum in front of the bed is ripped up. Cause: Hole in linoleum from metal shavings left by the manufacturer. Correction: Used sealer and lifted the lino out sealer beneath rolled over it to smooth sanded rough edges then mixed sealer with putty to put over the area let that dry then used plain sealer over the top of that.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$140.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$140.00

Notes
attach a DAF
2nd request attach a DAF

not noted in DAF or PDI walk thru
customer goodwill to repair

Labor

Line# 13

Operation Code

20-69-01-17-000700

Operational Description

Key Lock - Exterior/Compartment Doors/Replace/Latch

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-11 09:36:57 :: Complaint: The baggage door on the off door side rear the key lock is jammed and it looks crushed. Cause: Dented, can't get key in. Correction: Changed out lock, used what we had in stock. Additional Note : greeneway@dealer-advisors.com, 2025-08-07 10:41:43 :: Part was sent at no charge from distributor.

Model#

Dlr Sub Hrs

0.40

Sub Labor Amt

\$56.00

Serial#

Appr Hrs

0.20

Appr Labor Amt

\$28.00

Notes

Flat rate

Submitted	Labor Amt	\$1,001.00	Approved	Labor Amt	\$728.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,001.00		Total	\$728.00

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.