

# 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 2328512  
 CLAIM ORIGIN WEB  
 ORIGINAL CLAIM ID  
 VIN 4X4TFLC20PZ185158  
 CHASSIS VIN  
 MILEAGE 0  
 SITE/WAREHOUSE 010 / 010D  
 ITEM # FLT27BHWS  
 DEALER RO # 12155  
 CLAIM START DATE 06/10/2025  
 CLAIM END DATE 07/28/2025

Labor rate: \$140.00

**OWNER INFORMATION**

KEITH D BERG  
 3810 Downing Street  
 Wisconsin Rapids, WI 54494  
 USA

Retail Date of Purchase 07/25/2024      WARRANTY EXPIRATION DATE 07/25/2025

**Claim Line Details**

**Labor**

Line# 1      Operation Code      Operational Description  
 20-44-19-00-000553      Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code  
**Complaint, Cause, Correction**  
 Original Note : greeneway@dealer-advisors.com, 2025-06-10 11:54:40 :: Complaint: There are spots in the front cap sealant that have spaces in it. Check for issue and if needing reseal. Cause: The roof needs complete reseal and silicone along the front DS screw track has a few small gaps. Correction: Complete roof reseal 10-12 tubes of dicor. Clean and seal. Additional Note : greeneway@dealer-advisors.com, 2025-06-10 11:55:54 :: No code for reseal roof.

|         |             |      |                |          |
|---------|-------------|------|----------------|----------|
| Model#  | Dlr Sub Hrs | 2.00 | Sub Labor Amt  | \$280.00 |
| Serial# | Appr Hrs    | 2.00 | Appr Labor Amt | \$280.00 |

**Notes**

Hello, the photos show that the seal in the pictures is original to our build in 2022. Was the roof seal maintained in the 2 years on dealer lot before retail purchase? Is the retail aware that seal maintenance is part of the regular retail maintenance schedule and should be done every 6 months as laid out in the owners manual. The photos appear the roof seal was not maintained while on the dealer lot as i'm not seeing any areas of spot sealing or touch up  
 THIS UNIT WAS RECEIVED IN FEBRUARY OF 23. AND COMPLETE PREPPED IN MARCH OF 23. THE ROOF WAS INSPECTED AT THAT TIME. IT WAS ALSO INSPECTED IN THE FALL OF 23 WHEN WE WINTERIZE OUR LOT PER THE MANUFACTURER ROOF INSPECTION AGREEMENT. THE UNIT WAS PURCHASED IN SPRING OF '24 WITH THE UNIT LEAVING OUR FACILITY IN JULY OF '24 WITH THE ROOF BEING INSPECTED AGAIN AT THAT TIME. THE CUSTOMER BROUGHT THE UNIT BACK IN ON APRIL 26TH WITH THE ROOF INSPECTION BEING COMPLETED AGAIN AT THAT TIME. DURING THE WINTER THE CUSTOMER COULD NOT BRING THE UNIT IN TO MEET THE 6 MONTH MARK THAT WOULD HAVE LANDED IN DECEMBER THUS, LEADING TO THE ROOF INSPECTION BEING COMPLETED IN APRIL OF THIS YEAR.  
 authorized to reseal as a one time goodwill gesture.

**Part**

|         |          |                         |              |        |  |
|---------|----------|-------------------------|--------------|--------|--|
| Line# 1 | Item #   | Description             |              |        |  |
|         | USERPART | 13-1315 10.3oz tube lap |              |        |  |
|         | Model #  | Serial #                | Part tag     |        |  |
|         | Sub Qty  | Sub Dlr Price           | Sub Freight  | \$1.08 |  |
|         | Appr Qty | Appr Dlr Price          | Appr Freight | \$1.08 |  |

**Notes**

**Labor**

Line# 2      Operation Code      Operational Description  
 10-11-24-00-000205      Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Repair/No Tread

Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-06-10 11:57:53 :: Complaint: There is moisture getting in the slide in the bedroom with the closet. Cause: NPF. The customer had both of the deadbolts locked and didn't leave the keys. The first 10 minutes were spent figuring out the key code. After we got in the unit, we check in and around the slide for water damage and we don't see any. We sprayed the slide with water while it was out, went inside and checked for leaks and everything was dry. Ran the slide in, sprayed and checked it again and still no signs of any water getting in. Correction: NPF. Diagnostic time per state of WI law.

|                |                    |      |                       |         |
|----------------|--------------------|------|-----------------------|---------|
| <b>Model#</b>  | <b>Dlr Sub Hrs</b> | 0.50 | <b>Sub Labor Amt</b>  | \$70.00 |
| <b>Serial#</b> | <b>Appr Hrs</b>    | 0.00 | <b>Appr Labor Amt</b> | \$0.00  |

**Notes**

Hello as stated on previous claims for diagnostic items per our corporate team We respectfully deny this request. After consulting with our corporate team, we have received confirmation and approval to proceed with the denial.

We have reviewed the details of the statute you referenced with our corporate team. As there is no warranty repair being performed, diagnostic charges are not eligible to be attributed to a warranty repai

|                  |                 |          |                 |                 |          |
|------------------|-----------------|----------|-----------------|-----------------|----------|
| <b>Submitted</b> | Labor Amt       | \$350.00 | <b>Approved</b> | Labor Amt       | \$280.00 |
|                  | Parts & Freight | \$113.79 |                 | Parts & Freight | \$113.79 |
|                  | Total           | \$463.79 |                 | Total           | \$393.79 |

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**DEALER** **DATE**  
**SIGNATURE**

I certify that I have performed these repairs consistent with Forest River Policies.

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**CUSTOMER** **DATE**  
**SIGNATURE**

All repairs described have been inspected and are satisfactory.