

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 2372918
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4FFLN22S1908672
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 010 / 010C
 ITEM # FLFF374DBH
 DEALER RO # 12205
 CLAIM START DATE 07/21/2025
 CLAIM END DATE 09/26/2025

Labor rate: \$140.00

OWNER INFORMATION

JOHN A TRENT
 W9480 COUNTY RD S
 New London, WI 54961
 USA

Retail Date of Purchase 05/01/2025

WARRANTY EXPIRATION DATE

05/01/2026

Claim Line Details

Labor

Line# 1	Operation Code 70-675-01-11-003364	Operational Description Hotpoint Mini Refrigerator - Appliances/Mini Refrigerator (Hotpoint)/Replace/ Electrical
---------	---------------------------------------	--

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-21 09:56:23 :: Complaint: Customer states that the refrigerator in the exterior kitchen is bolted to far forward. The latch for the compartment door hits the door of the refer causing a dent. Cause; confirmed customers concern- fridge was installed incorrectly from manufacturer. Correction: Will need to rebolt the refrigerator further back and replace it due to the dent.
 Additional Note : greeneway@dealer-advisors.com, 2025-07-21 09:58:12 :: Time includes the time that is needed to bolt the fridge in the correct location.

Model# 1	Dlr Sub Hrs	1.00	Sub Labor Amt	\$140.00
Serial# 1	Appr Hrs	1.00	Appr Labor Amt	\$140.00

Notes

Authorized

Part

Line# 1	Item # F100094353	Description REFRIGERATOR - SOP: HOTPOINT, RH HINGE, SINGLE DOOR, WITH A HALF-WIDTH FREEZER SECTION - BLACK - 17 3/8"W X 19 1/2"H X 19"D - 1.7CU FT - V# HME02GGMBB-R PCN 10A-310/398, PCN 10T-0440/0701/0773/0799/0820/0982/1004/1017, PCN 10D-1224/1366/1418/1658/1691/1692, PCN 10C-1859/2079/2080/2375/2367/2832, REPLACED V# PD-17-BL LH	
	Model #	Serial #	Part tag
	Sub Qty 1.00	Sub Dlr Price \$233.27	Sub Freight \$46.64
	Appr Qty 1.00	Appr Dlr Price \$233.27	Appr Freight \$46.64

Notes

Labor

Line# 2	Operation Code 30-100-24-00-001054	Operational Description Kitchen/Galley Countertop - Interior/Cabinetry/Repair/No Tread Code
---------	---------------------------------------	--

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-21 09:59:44 :: Complaint: customer states that there is a blemish on the countertop by the entry door. Per the customer, it seems like the finish is missing on some sports of the countertop. Cause: Finish is missing on countertop. Correction: replace countertop.

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

Notes

Hello, the repair code has been updated to a more appropriate one based on the root cause of the issue.

Authorized to buff and polish this area. Complete countertop should not need to be replaced.

Labor

Line# 4

Operation Code **Operational Description**
20-78-01-00-000810 Lippert Awning Gas Strut - Exterior/Awnings (Lippert)/Replace/No Tread Code
Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-21 10:07:16 :: Complaint: Customer states that the strut on the awning does not work properly. Cause: The strut locked up and will not move, it is seized. Correction: Will need to replace the strut for the awning. The strut is a 280343

Model# 1 **Dlr Sub Hrs** 0.75 **Sub Labor Amt** \$105.00

Serial# 1 **Appr Hrs** 0.75 **Appr Labor Amt** \$105.00

Notes

Please provide pictures as they are required per the flat rate notes. Thank you!
Sorry, not sure why they didn't upload when originally submitted. Thank you.
Can you get a picture of the smaller vendor tag located on the inner part of the awning arm? The vendor will want to see that.
Photo uploaded. Thank you!
Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you
Denied as complete is authorized on line 6
authorized through Forest River to repalce struts. kerb

Part

Line# 1

Item # **Description**
F100109815 AWNING PART - SOP AWNING PART - SOP: GAS STRUT FOR AWNING ARM, 124 LBS - 26" - V# 280343 | GOES WITH V# V000491529
Model # **Serial #** **Part tag**
Sub Qty 1.00 **Sub Dlr Price** \$35.82 **Sub Freight** \$0.00
Appr Qty 0.00 **Appr Dlr Price** \$0.00 **Appr Freight** \$0.00

Notes

Labor

Line# 5

Operation Code **Operational Description**
60-136-01-00-001480 City Water Connection - Plumbing/Fresh Water Supply/Replace/No Tread Code
Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-21 10:10:59 :: Complaint: Customer states that on the water inlet on the bottom of the underbelly, there is no cap on it to seal it off. Birds built a nest in the underbelly of his unit. Cause: Water inlet finishing cap missing. Correction: Install a water inlet finishing cap.

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

Serial# **Appr Hrs** 0.50 **Appr Labor Amt** \$70.00

Notes

Hello, can you advise which cap is missing or provide pictures just so I can be sure this is coded correctly?
Photo uploaded, again not sure why they didn't upload the first time I submitted. Thanks.
Authorized
Hello, after further review with Forest River production team, Forest River does not install a cover on the underside of the drain for the exterior shower hookup. At this time it has been approved please note for feature claims, Forest River does not install an underside Cap. Thank you
We have updated the repair code to a more appropriate one based on the identified root cause of this repair request please note Forest River does not cap the underside of the area of complaint.
Thank you

Labor

Line# 6

Operation Code **Operational Description**
20-78-01-00-000797 Lippert Awning - complete - Exterior/Awnings (Lippert)/Replace/No Tread Code
Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-07-21 10:13:47 :: Complaint: When customer got home on the day of the showthru he found that there were scuffs on the awnings. Cause: On the original warranty claim for this unit when it first arrived at our facility there was a missing awning cover on the front awning. After further examination by the customer the scuff marks were found. The hardware has scuffs due to the missing cover. Correction: Will need to R&R awnings.

Model# 1	Dlr Sub Hrs	3.00	Sub Labor Amt	\$420.00
Serial# 1	Appr Hrs	1.50	Appr Labor Amt	\$210.00

Notes

Please provide pictures as they are required per the flat rate notes. Thank you!
 Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you

Hello, The requested repair has been authorized by Forest River and the Vendor for 1.50 hr. To replace the AWNING COMPLETE. Please order the replacement part from the Forest River parts department or a local supplier. If the part is purchased outside of Forest River or the Vendor, the Off-the-Shelf parts policy would be applied and a receipt would be required.

Part

Line# 1	Item #	Description		
	F100265264	AWNING - VDS: LIGHTED POWER AWNING - BLACK - 17' - V# V000614364 X		
	Model #	Serial #	Part tag	
	Sub Qty 1.00	Sub Dlr Price \$395.33	Sub Freight	\$0.00
	Appr Qty 1.00	Appr Dlr Price \$395.33	Appr Freight	\$0.00

Notes

Line# 2	Item #	Description		
	F100783355	AWNING PART - VDS: POWER ARMS, REGAL HEAD ASSEMBLIES, MOUNTING ARM W/ BOTTOM WIRE FEED - BLACK - 63" - V# V000621095 N, REPLACED V# V000613183		
	Model #	Serial #	Part tag	
	Sub Qty 1.00	Sub Dlr Price \$708.07	Sub Freight	\$0.00
	Appr Qty 1.00	Appr Dlr Price \$708.07	Appr Freight	\$0.00

Notes

Labor

Line# 7	Operation Code	Operational Description
	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, 2025-09-23 10:59:35 :: Complaint: Customer states that when you have the front DS compartment door open, you can see sunlight coming through around the steps going up into the bedroom. Cause: Gap where light would shine through to interior. Correction: Taped off white wall, applied black nova flex sealant, smoothed out. No more light shining through to interior. Additional Note : greeneway@dealer-advisors.com, 2025-09-23 11:02:00 :: Unsure on labor code for this.

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

Notes

Hello, can you provide pictures showing the gaps?
 Uploaded the only photo we have for this. Thank you. Sorry- I thought it was added previously.
 Hello there - This authorization is granted based on the provided photos and information, along with the applicable flat rate and the required repair time. Please feel free to reach out to us with any questions at 574-642-8907 or email: rockwoodflagstaffauths@forestriverinc.com

Part

Line# 1	Item #	Description
	USERPART	788-M110 Novaflex sealant black

Model #		Serial #		Part tag	
Sub Qty	1.00	Sub Dlr Price	\$9.65	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$9.65	Appr Freight	\$0.00

Notes

Submitted	Labor Amt	\$1,085.00	Approved	Labor Amt	\$707.00
	Parts & Freight	\$1,428.78		Parts & Freight	\$1,392.96
	Total	\$2,513.78		Total	\$2,099.96

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.