

# 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 2443882  
 CLAIM ORIGIN WEB  
 ORIGINAL CLAIM ID  
 VIN 4X4FFLN22S1908672  
 CHASSIS VIN  
 MILEAGE 0  
 SITE/WAREHOUSE 010 / 010C  
 ITEM # FLFF374DBH  
 DEALER RO # 12205B  
 CLAIM START DATE 09/22/2025  
 CLAIM END DATE 12/01/2025

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 70-223-01-11-002736	Operational Description Range Oven - complete - Appliances/Range, Oven (Furrion/Greystone)/Replace/ Electrical
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**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-09-22 16:36:33 :: Complaint: Customer states that the oven does not work properly- customer states that the oven will light for about 2 minutes then it will cut off. Cause: When running the oven, the pilot light comes on, then the burner ignites. It will run for a short time and then kicks out shutting off gas pressure. According to the thermometer, it is kicking out at 200F. Correction: Replace oven.

Model#	FGR24D3A1A-SS	Dlr Sub Hrs	1.50	Sub Labor Amt	\$210.00
Serial#	2021135689	Appr Hrs	0.70	Appr Labor Amt	\$98.00

**Notes**

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

The Vendor has reviewed this repair and the line has been authorized at .70 hours to replace the oven with part MCFR21TTB2. 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. Thank you.

**Part**

Line# 1	Item # F100562020	Description RANGE - PFL: GAS FURRIION 3 BURNER - STAINLESS STEEL - 24" - V# 2021135689   X			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$1,426.43	Sub Freight \$153.04		
	Appr Qty 1.00	Appr Dlr Price \$1,426.43	Appr Freight \$153.04		

**Notes**

Line# 2	Item # F100159167	Description SPECIAL PACKAGING - APPLIANCES INCLUDING WASHERS/DRYERS, RANGE/OVENS, REFRIGERATORS MORE THAN 4CU FT, A/C'S			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$53.00	Sub Freight \$0.00		
	Appr Qty 1.00	Appr Dlr Price \$53.00	Appr Freight \$0.00		

**Notes**

Hello, Forest River respectfully does not pay for markup on special packaging and or Freight cost. Special package cost/Freight cost Adjusted to \$53.00 made in processing. Thank you

**Labor**

Line# 2

**Operation Code**

20-46-24-00-000726

**Operational Description**

Window Screen - Exterior/Windows/Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-09-22 16:39:37 :: Complaint: Customer states that the screens in the windows do not fit right. Cause: Screens complaint. Inspected screens in coach, they appear to be fitting as they should. Correction: Removed and refit bedroom screens, seems to fit alright. The gap between the screen and window frame measures less than 1/16"

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$28.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$28.00

**Notes**

**Labor**

Line# 3

**Operation Code**

60-141-24-00-001606

**Operational Description**

Trim Shower Door Bottom Seal - Plumbing/Shower, Tub Surround/Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-09-22 16:40:56 :: Complaint: In the bathroom where it is caulked there is a black spot in the white sealant. Cause: Black foam poking out of the white silicone. Correction: Removed section of the sealant, cleaned and resealed.

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

Serial# Appr Hrs 0.00 Appr Labor Amt \$0.00

**Notes**

Hello, i'm not seeing anything wrong with the seal. Do you have other pictures that clearly show the debris in the seal?

The tech only got after photos, which were uploaded.. Thank you.

We respectfully deny this line as the issue is not shown in the attached pictures.

**Labor**

Line# 4

**Operation Code**

60-141-24-00-001615

**Operational Description**

Shower Door - Plumbing/Shower, Tub Surround/Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-09-22 16:43:10 :: Complaint: In the shower there is caulk that is on the wall, like it was applied sloppy by the manufacturer. Cause: Sloppy workmanship at production. Correction: Removed section of silicone, cleaned with a solvent and resealed. Additional Note : greeneway@dealer-advisors.com, 2025-09-22 16:45:01 :: Unsure on correct labor code- 1 hour needed.

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

Serial# Appr Hrs 0.40 Appr Labor Amt \$56.00

**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

**Labor**

Line# 5

**Operation Code**

30-102-24-00-001094

**Operational Description**

Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/ Repair/No Tread Code

**Complaint, Cause, Correction**

Original Note : greeneway@dealer-advisors.com, 2025-09-22 16:46:12 :: Complaint: The main living area there is trim coming loose. Cause: Could not find loose trim in living area, only tape mark that was next to a putty discrepancy. Correction: Fixed putty. Additional Note : greeneway@dealer-advisors.com, 2025-09-23 11:24:18 :: Tech did not get photos, please approve as goodwill if possible. Thank you!!

Model# Dlr Sub Hrs 0.20 Sub Labor Amt \$28.00

Serial# Appr Hrs 0.20 Appr Labor Amt \$28.00

**Notes**

**Labor**

Line# 6

**Operation Code**

30-102-12-00-001096

**Operational Description**

Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/

