

# FOREST RIVER WARRANTY CLAIM FORM

|                                  |          |                   |                   |
|----------------------------------|----------|-------------------|-------------------|
| DEALER ACCOUNT #                 | 0009497  | CLAIM STATUS      | Paid              |
| GREENEWAY INC                    |          | CLAIM             | 2423367           |
| DBA GREENEWAY RV SALES & SERVICE |          | CLAIM ORIGIN      | WEB               |
| 8220 STATE HWY 13 SOUTH          |          | ORIGINAL CLAIM ID |                   |
| WISCONSIN RAPIDS, WI 54494       |          | VIN               | 5ZT2FSKC5T3038898 |
| USA                              |          | CHASSIS VIN       |                   |
|                                  |          | MILEAGE           | 0                 |
| Labor rate:                      | \$140.00 | SITE/WAREHOUSE    | 010 / 010G        |
| OWNER INFORMATION                |          | ITEM #            | FLTE20FBS         |
|                                  |          | DEALER RO #       | 12220B            |
|                                  |          | CLAIM START DATE  | 09/03/2025        |
|                                  |          | CLAIM END DATE    | 09/10/2025        |

Retail Date of Purchase

WARRANTY EXPIRATION DATE

## Claim Line Details

### Labor

| Line# 1 | Operation Code                                                                                                                                                                                                                                                                                                          | Operational Description                                                        |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
|         | 50-134-01-00-001443                                                                                                                                                                                                                                                                                                     | LP Regulator - Includes Leak Test - LP Gas/LP Gas System/Replace/No Tread Code |
|         | <b>Complaint, Cause, Correction</b>                                                                                                                                                                                                                                                                                     |                                                                                |
|         | Original Note : greeneway@dealer-advisors.com, 2025-09-03 16:17:36 :: Complaint: The LP regulator is letting too much LP through and will not adjust. Also shows green even when disconnected from tanks. Cause: The stock regulator was defective. Correction: Replaced the regulator and pressure has at a good flow. |                                                                                |
| Model#  | Dlr Sub Hrs                                                                                                                                                                                                                                                                                                             | 0.90                                                                           |
|         | Sub Labor Amt                                                                                                                                                                                                                                                                                                           | \$126.00                                                                       |
| Serial# | Appr Hrs                                                                                                                                                                                                                                                                                                                | 0.00                                                                           |
|         | Appr Labor Amt                                                                                                                                                                                                                                                                                                          | \$0.00                                                                         |

### Notes

Please note this part needs to be returned to Forest River for testing, including the brass fittings. Thank you!

Hello there – We are providing a reminder that this repair line requires that this part be returned to us within 14 days of the claim be submitted for processing. Currently, there has not been a prepaid label created for return. Failure to return the part within this timeframe may result in denial of the repair. Please note that we are placing the claim back on the dealer's side as we await the arrival of the defective part. Please only acknowledge this feedback once the part has shipped. Thank you for your partnership with Rockwood & Flagstaff.

Good morning, unfortunately we have a new employee that did not realize that we needed to keep the warranty parts and ended up disposing of this. Please consider acknowledging and paying this to help out the dealership. The employee knows now that all warranty parts need to be kept for a specific amount of time.

Hello, thank you for confirming, at this time I will approve part cost only, as the labor line was in feedback at PA stating that the part needed to be returned as well the flat rate labor code is check marked for the part to be returned. Forest River is not able to charge this back to the vendor without the part being returned. Upon your acknowledgement I will approve part cost only. Thank you

### Part

| Line# 1 | Item #         | Description                                                                                                      |
|---------|----------------|------------------------------------------------------------------------------------------------------------------|
|         | F100074800     | LP REGULATOR - PFL LP REGULATOR - PFL: CAVAGNA AUTOMATIC REGULATOR W/ COVER AND Z MOUNTING BRACKET COMPLETE - V# |
|         |                | OA5218900024   XN, REPLACED V# MB108262                                                                          |
|         | Model #        | Serial #                                                                                                         |
|         | Sub Qty        | 1.00                                                                                                             |
|         | Sub Dlr Price  | \$103.53                                                                                                         |
|         | Appr Qty       | 1.00                                                                                                             |
|         | Appr Dlr Price | \$56.71                                                                                                          |
|         | Part tag       | 0000382073                                                                                                       |
|         | Sub Freight    | \$0.00                                                                                                           |
|         | Appr Freight   | \$0.00                                                                                                           |

### Notes

Dealer cost \$32.31+ state allowed mark-up of 30% for WI + OTS part allowance of 35%. In the future, please use the OTS calculator at the bottom of the policy to determine the amount Forest River will pay for the part.

### Labor

Line# 2

Operation Code  
70-167-01-00-001987

Operational Description  
Pressure Relief Valve - Appliances/Water Heater (Suburban)/Replace/No Tread Code

Complaint, Cause, Correction  
Original Note : greeneway@dealer-advisors.com, 2025-09-03 16:18:47 :: Complaint: The check valve on the pressure release for the water heater is stuck open. Cause: The pressure relief valve wasn't sitting properly and was pouring out water as it was getting pumped in. Correction: Replaced the check valve.

Model# SW6DELC

Dlr Sub Hrs1.00

Sub Labor Amt \$140.00

Serial# 2520007973

Appr Hrs0.50

Appr Labor Amt \$70.00

**Notes**  
Hello, we need a picture of the complete defective part as well as the model and serial number off of the water heater. Thank you!  
Photos added. 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 .50hr. To replace the PRESSURE RELIEF VALVE. 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                                                                                           |         |              |        |
|         | F100782039 |      | WATER HEATER PART - SOP WATER HEATER PART - SOP: PRESSURE RELIEF VALVE FOR MODEL# SW6DELC - V# 525045 |         |              |        |
|         | Model #    |      | Serial #                                                                                              |         | Part tag     |        |
|         | Sub Qty    | 1.00 | Sub Dlr Price                                                                                         | \$17.49 | Sub Freight  | \$0.00 |
|         | Appr Qty   | 1.00 | Appr Dlr Price                                                                                        | \$17.49 | Appr Freight | \$0.00 |
|         | Notes      |      |                                                                                                       |         |              |        |
|         |            |      |                                                                                                       |         |              |        |
| Line# 2 | Item #     |      | Description                                                                                           |         |              |        |
|         | USERPART   |      | 778-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      |      |                                                                                                       |         |              |        |
|         |            |      |                                                                                                       |         |              |        |

|                  |                 |          |                 |                 |          |
|------------------|-----------------|----------|-----------------|-----------------|----------|
| <b>Submitted</b> | Labor Amt       | \$266.00 | <b>Approved</b> | Labor Amt       | \$70.00  |
|                  | Parts & Freight | \$106.78 |                 | Parts & Freight | \$83.85  |
|                  | Total           | \$372.78 |                 | Total           | \$153.85 |

DEALER

SIGNATURE

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

CUSTOMER

SIGNATURE

All repairs described have been inspected and are satisfactory.

DATE

DATE