

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 2392271
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUH21PP098036
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT32BHFS
 DEALER RO # 12367
 CLAIM START DATE 08/06/2025
 CLAIM END DATE 08/13/2025

Labor rate: \$140.00

OWNER INFORMATION

MICHAEL VANDER MOLEN
 4416 S 80th St
 Milwaukee, WI 53220
 USA

Retail Date of Purchase 07/22/2024 WARRANTY EXPIRATION DATE 07/22/2025

Claim Line Details

Labor

Line# 1	Operation Code 60-144-01-00-001641	Operational Description Dometic Sealand Toilet Ball Seal - Plumbing/Toilet (Dometic, Sealand)/Replace/ No Tread Code
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Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-06 11:22:01 :: *WO created 07/15/2025 prior to warranty expiration. Complaint: Customer requests toilet gasket be looked at as it is not holding water. Cause: Found the inner ball seal wasn't quite sealed properly. Correction: remove inner ball seal from toilet, cleaned and re-attached properly. Filled the bowl and toilet is holding at this time. Additional Note : greeneway@dealer-advisors.com, 2025-08-06 11:23:03 :: No repair code

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

Notes

is that repair going to actual hold ? or was r/r the ball seal more effective ,please advise
 At this time the toilet is sealing properly with this repair.
 customer goodwill, dealer states repair performed as worked

Labor

Line# 2	Operation Code 20-66-01-17-000671	Operational Description Lock Cylinder & Keys - Exterior/Entry Doors/Replace/Latch
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Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-06 11:24:19 :: Complaint: customer states keys given to him do not work the deadbolt. Would like addressed. Cause: Wrong keys for the unit. Correction: Match keys to lock - need G388 keys.

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

Notes

this is out of warranty and this is issue now ?
 WO was written up on 7/15/25 prior to warranty expiration. Unit is perm parked and we were unable to get out there until now. Thank you.
 yes i understand that part when the WO was written , let me clarify my question customer stated he was given the wrong keys ? and this is out of warranty and customer is just noticing this issue ?
 That is correct. The customer called on July 15th. We are unsure if he wanted to avoid paying for multiple service calls since the manufacturer does not pay for service calls or if the customer was not able to use their unit for that time frame. Thank you.
 customer goodwill

Part

Line# 1	Item #	Description
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USERPART		CPGKEY-G388 Global, replacement pre-cut keys, purple fob, G388			
Model #		Serial #		Part tag	
Sub Qty	2.00	Sub Dlr Price	\$4.26	Sub Freight	\$3.32
Appr Qty	2.00	Appr Dlr Price	\$4.26	Appr Freight	\$3.32

Notes

Labor

Line# 3 **Operation Code** **Operational Description**
 50-134-01-00-001443 LP Regulator - Includes Leak Test - LP Gas/LP Gas System/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-06 11:25:32 :: Complaint: Customer states LP selector switch broke off, would like addressed. Cause: Broken LP regulator and parr used. Correction: Remove and installed the new LP regulator, also used teflon on threads that are not flared. Secured LP lines and tested for leaks.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$105.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00

Notes

flat rate to r/r regulator , includes leak test

Part

Line# 2 **Item #** **Description**
 USERPART 240017 LP regulator 2 stage auto change over
 Model # Serial # Part tag 0000378197
 Sub Qty 1.00 Sub Dlr Price \$62.41 Sub Freight \$0.00
 Appr Qty 1.00 Appr Dlr Price \$56.70 Appr Freight \$0.00

Notes

Forest River price cost \$32.31
 35% mark-up
 30% state mark-up
 \$56.70

Labor

Line# 4 **Operation Code** **Operational Description**
 30-102-12-00-001100 Seam Tape - Interior/Panels, Ceilings, & Interior Moldings/Resecure or Tighten/ No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-06 11:26:46 :: Complaint: Customer states seam tape to left of TB mount coming free, would like addressed. Cause: rear bedroom left side of TV the seam tape is peeling back due to not enough seam tape on one panel, like surface wise totally missed the staples. Correction: replace seam tape. Additional Note : greeneway@dealer-advisors.com, 2025-08-06 11:27:06 :: No replace code for seam tape.

Model#	Dlr Sub Hrs	0.75	Sub Labor Amt	\$105.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$28.00

Notes

flat rate to r/r seam tape

Submitted	Labor Amt	\$329.00	Approved	Labor Amt	\$217.00
	Parts & Freight	\$69.99		Parts & Freight	\$64.28
	Total	\$398.99		Total	\$281.28

 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.