

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497		CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2405597
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TFLF25SZ197634
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	010 / 010D
		ITEM #	FLT26SFK
		DEALER RO #	12512
		CLAIM START DATE	08/18/2025
		CLAIM END DATE	09/11/2025
Labor rate:	\$140.00		
OWNER INFORMATION			
RICHARD KERSTEN			
6040 STETTIN DR			
Wausau, WI 54401			
USA			
Retail Date of Purchase	06/20/2025	WARRANTY EXPIRATION DATE	06/20/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	40-115-01-11-001366	WFCO 9800 Series Converter - complete - Electrical/Converter (WFCO)/Replace/ Electrical

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-18 16:24:02 :: complaint: customer stated that the batteries on their unit keep going dead even when it is plugged in to 110. Customer states that they have checked the breakers and fuses. Customer also states that the refer will randomly turn on when they are not using it. Cause: When first entering the door we noticed the distribution panel laying on the floor. Measured voltage on batter and have 13.2VDC, batter disconnect is in the off position. Looks like the converter died, only thing charging the batteries is the rooftop solar. Fuses on converter are intact and good. Correction: converter needs to be replaced. 55A deck mount WFCO. As far as the refer goes- the solar charges up the batter enough to run the refer which causes it to turn itself on. Refer has an electrical switch and it is also direct wired to battery, it has to be turned off every time it is used or powers back on.

Model# WF9855-AD	Dlr Sub Hrs	0.50	Sub Labor Amt \$70.00
Serial# AC04T251627830	Appr Hrs	0.50	Appr Labor Amt \$70.00

Notes

Hello, per the repair code notes we would need either a clear photo of the model serial number on the converter, the model beginning with WF- and the serial with AC the tag is pictured but too blurry to read. or you can manually input the model serial numbers as currently those sections were prefilled with the number 1 by the dealership.

Photo added. Thank you.

Hello, I apologize but we will need to also see the serial number which is under the barcode on the left hand side of the giant sticker you just attached. Once we have that information we will be able to move forward with this claim. Thank you!

Tech states the inside corners of the slide outs where the plastic pieces are on the inside.

Hello, I apologize but we will need to also see the serial number which is under the barcode on the left hand side of the giant sticker you just attached. Once we have that information we will be able to move forward with this claim. Thank you!

Photo uploaded. Thank you.

Please return defective. kerb

Hello there - We have emailed the email address listed on the claim alerting you that the converter has been received by Forest River and we allow 5 business days to then submit the claim to be processed. We have not heard back from that email sent on September 4th. We have emailed again today, and will hold this until September 12th. If there is no response, we will deny this repair and return the part. Thank you.

This was submitted for payment, I am not sure why you have added another note on here. Thanks.

Part

Line#	Item #	Description
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F100315055

CONVERTER - PFL CONVERTER - PFL: 55 AMP, 120 VOLT - V# WF-9855-AD | X, REPLACED V# WF-9855

Model #

Serial #

Part tag

0000381368

Sub Qty 1.00

Sub Dlr Price \$302.50

Sub Freight \$0.00

Appr Qty 1.00

Appr Dlr Price \$302.50

Appr Freight \$0.00

Notes

Labor

Line# 2

Operation Code

Operational Description

60-136-24-00-002002

Water Line Shut-Off Valve - Plumbing/Fresh Water Supply/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-18 16:28:29 :: Complaint: customer states that the water coming out of the faucets (bath and kitchen) when hooked up to city comes out fine, but when trying to dry camp, it spits and sputters. Cause: Valve position on pump was set to winterized mode. Correction: changed valve position to siphon from fresh tank.

Model#

Dlr Sub Hrs 0.40

Sub Labor Amt \$56.00

Serial#

Appr Hrs 0.40

Appr Labor Amt \$56.00

Notes

Labor

Line# 3

Operation Code

Operational Description

10-3-01-19-003658

Tire Pressure Monitor System Display - Frame & Chassis/Wheels, Tires, Hubcaps/Replace/Tires

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-18 16:30:49 :: Complaint: Customer states their unit came with tire pressure monitoring system. Cause: Set up TPMS Correction: Unboxed gadget, turned on, programmed according to instructions manual. Set low pressure alarm to 50 psi, set high to 101 psi. Put display back in box after turning off.

Model#

Dlr Sub Hrs 0.50

Sub Labor Amt \$70.00

Serial#

Appr Hrs 0.00

Appr Labor Amt \$0.00

Notes

Respectfully denied as the set up of the TPMS is part of dealer prep we do not pair the system as the display is shipped loose. kerb

Labor

Line# 4

Operation Code

Operational Description

70-469-01-00-004028

Refrigerator Shelf - Glass or Wire - Appliances/Refrigerator (Furrion)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-08-18 16:32:24 :: Complaint: customer states that the top shelf in the refer door is cracked and needs to be replaced. Cause: States top shelf is damaged in refer.

Correction: Replace top shelf. Refer is a black, glass-faced MagicChef

Model# 1

Dlr Sub Hrs 0.20

Sub Labor Amt \$28.00

Serial# 1

Appr Hrs 0.20

Appr Labor Amt \$28.00

Notes

Part

Line# 1

Item #

Description

F100473046

REFRIGERATOR PART - 4F-4: UPPER SHELF FOR REFRIGERATOR DOOR, FOR MODEL# MCDCCR10DSG - CLEAR - V# MCDCCR10DSG-12

Model #

Serial #

Part tag

Sub Qty 1.00

Sub Dlr Price \$24.80

Sub Freight \$18.83

Appr Qty 1.00

Appr Dlr Price \$24.80

Appr Freight \$18.83

Notes

Submitted

Labor Amt \$224.00

Parts & Freight \$346.13

Approved

Labor Amt \$154.00

Parts & Freight \$346.13

Total \$570.13

Total \$500.13

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

CUSTOMER
SIGNATURE
DATE
All repairs described have been inspected and are satisfactory.