

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 2406917
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TFLB23RZ191461
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 010 / 010D
 ITEM # FLT26FKBS
 DEALER RO # 12549
 CLAIM START DATE 08/19/2025
 CLAIM END DATE 11/07/2025

Labor rate: \$140.00

OWNER INFORMATION

TERRY J HAGEN
 4110 KAUTH DR
 Wisconsin Rapids, WI 54494
 USA

Retail Date of Purchase 05/30/2024 WARRANTY EXPIRATION DATE 05/30/2025

Claim Line Details

Labor

Line# 1	Operation Code 40-124-01-11-002631	Operational Description Exterior Solar Panel Port or Inlet - Electrical/Solar Power/Replace/Electrical
	Complaint, Cause, Correction	Original Note : greeneway@dealer-advisors.com, 2025-08-19 15:26:07 :: Complaint: Bubble in the bathroom ceiling above the sink. Cause: Solar roof top connector is cracked and has been leaking into the ceiling cavity causing the interior panel above the bathroom sink to deform. This is a manufacturers defect and a very large job. Correction: It is likely starting to mold and will require replacement, along with the solar connector. Removing all of the ceiling fixtures in bathroom and the wall behind toilet, all the trim and batten strips, the doors.
Model#	Dlr Sub Hrs	Sub Labor Amt
	60.00	\$8,400.00
Serial#	Appr Hrs	Appr Labor Amt
	0.30	\$42.00

Notes

Hello, i am not seeing any visible crack on the solar connector.. please advise.
 The crack is at the bottom base of the solar charger. It is beneath the two connections in the picture and to the right of the little yellow thing on the base.
 hello, can you provide a more clear photo showing the full crack on the base, it is hard to see clearly in the photos provided.
 Photo added, the crack is very obvious in the photos. Thank you.
 Hello, this message is to alert you that Forest River is currently reviewing your request with a member of our customer service technical support team. We ask that you kindly refrain from acknowledging the feedback as this will keep the claim on the dealer's side. We will update the line once we receive their response and/or the tech support representative will reach out to your dealership to go over the repair/labor. If 2 business days have passed with no response, please email us at rockwoodflagstaffauths@forestriverinc.com. Thank you.
 hello, we have sent this claim to our service manager, He has advised that this unit needs to come back to the factory for a roof replacement. Please give us a call back at 574 642 8961 ext. 10105
 hello, unit will be coming back to the factory for repairs
 Hello, we did seal the solar connection to prevent further damage for now. We would like to claim 0.3 hour for that job. Thank you.
 Authorized for reseal of port prior to unit being brought back to factory for repairs. Thank you!

Submitted	Labor Amt	\$8,400.00	Approved	Labor Amt	\$42.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$8,400.00		Total	\$42.00

DEALER _____ DATE _____

CUSTOMER _____ DATE _____

SIGNATURE

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

SIGNATURE

All repairs described have been inspected and are satisfactory.