

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0008794		CLAIM STATUS Paid	
MYERS RV CENTER INC		CLAIM 2532176	
12024 CENTRAL AVE S.E.		CLAIM ORIGIN WEB	
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	5ZT2AVEC5TG815374
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	452 / 452
OWNER INFORMATION		ITEM #	AVT16BHX-452
DANIEL RICE		DEALER RO #	72579
10413 MANZANILLO AVE NE		CLAIM START DATE	12/18/2025
Albuquerque, NM 87111		CLAIM END DATE	02/10/2026
USA			
Retail Date of Purchase	01/02/2026	WARRANTY EXPIRATION DATE	01/02/2027

Claim Line Details

Labor

Line# 2

Operation Code
70-167-01-00-001984

Operational Description
Gas Control Valve - Electronic Ignition - Appliances/Water Heater (Suburban)/
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2025-12-18 17:26:13 :: Complaint: Water heater will not raise water temp past 96 degrees Cause: Spoke with Samantha at Suburban, tested board wiring at pin terminals with voltmeter. Gas valve is bad. Correction: Replace gas valve as advised by Samantha at Suburban. She stated her name should be enough and we would not need an authorization/case number.

Model# ST42

Dlr Sub Hrs 2.00

Sub Labor Amt \$380.00

Serial# 251703106t

Appr Hrs 1.00

Appr Labor Amt \$190.00

Notes

Forest River is currently reviewing your request with the Vendor. Please verify your shipping address, please acknowledge, placing the claim back on our side. We will update the line once we receive their response. Thank you.TD

Address is 12024 Central Ave. SE, Albuquerque, NM 87123

VCB,Suburban will authorize the replacement of the Gas Valve, field scrap the old part, warranty allowance time is 1.0 hrs.TD

Did vendor send you the replacement gas valve?

We ended up not needing the valve to be replaced. Unit had sold so we double checked water heater operation and found that if the slow is controlled, the water heater functions normally. We would still appreciate time for diagnosis while speaking with Samantha at Suburban and rechecking the water heater, if possible.

Also, can you please put line 3 for the dust cap in to review? I need to add a part for the dust cap. I will reset claim to authorized so you can add parts.

Labor

Line# 3	Operation Code	Operational Description		
	10-3-01-20-000073	Wheel Center Cap - Frame & Chassis/Wheels, Tires, Hubcaps/Replace/Wheels		
	Complaint, Cause, Correction			
	Original Note : stephanie@dealer-advisors.com, 2026-01-14 11:04:51 :: Complaint: Passenger tire is missing the dust cap Cause: Dust cap missing Correction: Replace dust cap			
	Model#	Dlr Sub Hrs	0.05	Sub Labor Amt \$9.50
Serial#	Appr Hrs	0.05	Appr Labor Amt \$9.50	
Notes				

Part

Line# 1	Item # USERPART	Description Dust cap
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Model #		Serial #		Part tag	
Sub Qty	1.00	Sub Dlr Price	\$0.48	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$0.48	Appr Freight	\$0.00

Notes

Submitted	Labor Amt	\$389.50	Approved	Labor Amt	\$199.50
	Parts & Freight	\$0.48		Parts & Freight	\$0.48
	Total	\$389.98		Total	\$199.98

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.