

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Paid
MYERS RV CENTER INC		CLAIM	2449774
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	4X4TRLB25SZ195699
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	010 / 010D
OWNER INFORMATION		ITEM #	RLT2608BS-W
KENNETH SHOEMAKER		DEALER RO #	72344
4060 Red River Rd SW		CLAIM START DATE	09/26/2025
Los Lunas, NM 87031		CLAIM END DATE	01/21/2026
USA			
Retail Date of Purchase	03/20/2025	WARRANTY EXPIRATION DATE	03/20/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-101-24-00-001079	Sliding, Pocket Door Track - Interior/Interior Doors/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ryliefayth@gmail.com, 2025-09-26 14:41:51 :: JOB ADDED: CUSTOMER STATES BATHROOM POCKET DOOR IS HANGING UP, Slight catching when closing the door, Examined the door in operation and found it would catch slightly about half way to closed. Could not find anything in the track or with the rollers I lubricated the front and back rollers and the door operates smoothly and properly Job complete			
Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$95.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$57.00

Notes

Hello, the labor time submitted to Forest River has been reviewed and reduced based on the photos and description provided as well as the most applicable flat rate code. Thank you

Part

Line# 1	Item #	Description			
	USERPART	Lubricant			
	Model #	Serial #	Part tag		
	Sub Qty	1.00	Sub Dlr Price	\$2.85	Sub Freight \$0.00
	Appr Qty	1.00	Appr Dlr Price	\$2.85	Appr Freight \$0.00

Notes

Labor

Line# 2	Operation Code	Operational Description			
	40-120-01-11-003646	One Control Unity X1 Board - Electrical/Wireless Remote Control System (Lippert)/Replace/Electrical			
	Complaint, Cause, Correction				
	Original Note : ryliefayth@gmail.com, 2025-10-04 15:10:25 :: CUSTOMER STATES THE AWNING ON PASS. SIDE JUST QUIT WORKING. / Unity x270d board is bad / During the diagnostic for the awning not working found the awning was rolled up backwards was able to get it to unroll, extended and retracted it properly. During the retract found if you pressed the retract button the control panel would flash 5 times, after doing this three times in a row the fourth time the awning would retract. Located the unity x270d board by removing a lot of dishes and personal item and removing the access panel. Checked the connections which were good. 12v was tested with proper voltage. Removed the WERV control panel and checked the connections on the back of the board which were good. Was not able to locate the reset button on the unity board and called Lippert. Spoke with kathrine who gave a case number 6215239 then transferred me to Nick. During the conversation conducted a voltage test on the retract and only received static voltage. Nick explained to disconnect all power to the unity board wait 5 minutes, reconnect all power and on the back of the werv board press and hold the reset button until the lights flash. He said after the reset if the awning on retract does the same thing the unity board is bad and will have to be replaced. Disconnected all power to the unity board waited 5 minutes, reconnected the unity board, went to				

the werv panel removed it from the wall pressed the reset button until the lights flashed released the reset button and tested the awning on retract 3 times it did the exact same thing. The lights would flash and on the fourth press the awning would retract. Recommend the replacement of the unity x270d board as stated by Nick from lippert tech service. Will be on hold for parts Additional Note : ryliefayth@gmail.com, 2025-10-04 15:13:26 :: Needing auth to order part. Customer didn't buy here and any time not covered they will be charged for. Additional Note : ryliefayth@gmail.com, 2025-10-06 14:07:32 :: Coding as electrical because most time was spent on that, but techs also readjusted the awning once they got it to roll out since it had been rolled up backward.

Model#	Dlr Sub Hrs	3.50	Sub Labor Amt	\$665.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

Hello, the repair code has been updated to a more appropriate one based on the root cause of the issue.

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

Please note that we have resent the request to our vendor and have requested a response within 1 business day. The contact email on this claim was included on that request. If two business days have passed with no response, please email us at rockwoodflagstaffauths@forestriverinc.com for an update. Thank you!

Authorized 1.5hrs to replace the unity board (Lippert part# 2023018428).

Please note the time requested is excessive for this part. Flat rate to replace the unity board is 0.50, neither Forest River or the vendor are required to cover diag time. We are authorizing 1 extra hour on top of the 0.50 authorized by the vendor as goodwill. For future reference if a job is taking a long time to complete we do have a technical support team you can contact for assistance with repairs.

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.

We respectfully deny this repair as there has been no response to our request. Please be sure to acknowledge the denial in order to process any remaining repairs on the claim. The repair line will automatically deny after 14 days. If you are able to fulfill the original request, a new claim will be required to be submitted and reviewed. Thank you. – Rockwood & Flagstaff Claims Specialists

Part

Line# 1	Item #	Description			
	F100409815	MONITOR PANEL PART - PFL MONITOR PANEL PART - PFL: DIMMING CONTROL BOARD, UNITY X270D - V# 2023018428 X (9A-SOP)			
	Model #	Serial #	Part tag	0000399004	
	Sub Qty	1.00	Sub Dlr Price	\$725.13	Sub Freight
	Appr Qty	0.00	Appr Dlr Price	\$0.00	Appr Freight
					\$0.00

Notes

Submitted	Labor Amt	\$760.00	Approved	Labor Amt	\$57.00
	Parts & Freight	\$643.90		Parts & Freight	\$2.85
	Total	\$1,403.90		Total	\$59.85

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.