

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Paid
MYERS RV CENTER INC		CLAIM	2533538
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	4X4TRP718TB035690
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	080 / 080
OWNER INFORMATION		ITEM #	RPT171-80
		DEALER RO #	72684
		CLAIM START DATE	12/22/2025
		CLAIM END DATE	03/16/2026

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-167-01-00-001980	Gas Control Valve - Pilot - Appliances/Water Heater (Suburban)/Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : stephanie@dealer-advisors.com, 2025-12-22 08:56:46 :: Complaint: Water heater is not getting up to temperature Cause: Called and spoke with Samantha at Suburban, diagnostics were performed on board terminals for gas valve and temperature sensor Correction: Voltage was present at terminals for gas valve and temp probe within resistance parameters. Samantha at Suburban approved gas valve replacement.		
Model#	ST-42	Dlr Sub Hrs 3.00 Sub Labor Amt \$570.00
Serial#	2529005327	Appr Hrs 2.00 Appr Labor Amt \$380.00
Notes		
Please provide email from Samantha at Suburban approving gas valve replacement. There is not an email, it was approved verbally. Samantha can be contacted at 574-247-9235 Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. 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.		
Thank you.		
Hello there, The requested repair has been authorized by Forest River and the Vendor for 1.00hr by the vendor and 1 hour for diag. Please order the replacement part from the Forest River parts department at div92parts@forestriverinc.com or by calling 574 642 3119 or a local supplier. If the part is purchased outside of Forest River or the Vendor, the Off-the-Shelf parts policy would be applied and a receipt would be required. Thank you		

Labor

Line#	Operation Code	Operational Description
2	70-167-01-00-001978	Water Heater - complete - Appliances/Water Heater (Suburban)/Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : stephanie@dealer-advisors.com, 2026-02-24 12:56:54 :: Complaint: After getting approval to replace the valve, we found that the wrong valve was sent. Upon trying to get the correct valve, we were advised this would need an entire water heater replacement. Cause: Wrong valve sent, water heater needs replacing Correction: Replace water heater. Additional time needed due to attempted replacement of valve and then needing to replace water heater. Email from Carlee Hostetler attached where first valve part number was provided, and then we advised her of incorrect one, and then Suburban came back stating full replacement.		
Model#	st-42	Dlr Sub Hrs 4.00 Sub Labor Amt \$760.00
Serial#	2529005327	Appr Hrs 1.30 Appr Labor Amt \$247.00
Notes		
Do you have documentation of approval from the vendor?		
The email attached to the line shows that Carlee Hostetler responded to Rhianna on February 9th and stated that the vendor said it would need a complete replacement, with part F100645693.		

Carlee Hostetler is the parts representative for Rpod
Time adjusted based on photos, description and flat rate code.

Part Line#	1	Item #	Description
		F100645693	WATER HEATER, TANKLESS 42K BTU (ST42) **OLD# 5381A**
		Model #	Serial #
		Sub Qty	1.00
		Sub Dlr Price	\$351.04
		Appr Qty	1.00
		Appr Dlr Price	\$351.04
		Part tag	Sub Freight
			\$19.25
			Appr Freight
			\$19.25
		Notes	

Submitted	Labor Amt	\$1,330.00	Approved	Labor Amt	\$627.00
	Parts & Freight	\$370.29		Parts & Freight	\$370.29
	Total	\$1,700.29		Total	\$997.29

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

DATE

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

DATE