

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0008794		CLAIM STATUS		Paid
MYERS RV CENTER INC		CLAIM		2565626
12024 CENTRAL AVE S.E.		CLAIM ORIGIN		WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID		
USA		VIN		5NHTRDT18TD211522
		CHASSIS VIN		
		MILEAGE		0
Labor rate: \$190.00		SITE/WAREHOUSE		091 / 091B
OWNER INFORMATION		ITEM #		NBT18.2-BM-91
VELORA PEACOCK		DEALER RO #		72876
102 Gold Ave SW		CLAIM START DATE		01/29/2026
Albuquerque, NM 87102		CLAIM END DATE		03/02/2026
USA				
Retail Date of Purchase 10/17/2025		WARRANTY EXPIRATION DATE		10/17/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-170-01-11-002054	Suburban Furnace Wall Thermostat - Appliances/Furnace (Suburban)/Replace/ Electrical

Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-01-29 16:31:15 :: Complaint: Customer states furnace will turn on and blows but there is no warm air Cause: Furnace would run with a flame and shut off, then turn back on. It does not run long enough to warm the unit. Plugged the unit into shore power. Checked to make sure the gas was on. Turned the furnace on and watch through the peep hole and could see a flame. After several minutes the flame began turning on and off. Would run for 15-30 seconds and turn off. Tested the operating pressure and found it to be 10.5, adjusted it to 11. Disconnected the furnace including the gas line, thermostat wires and power wires. Removed the screws and pulled the exhaust out. Took the furnace into the shop. Tested circuit board and found that it was working correctly. Bench tested the furnace and found it was operating correctly. Reinstalled the furnace, connected gas thermostat and power. Turned the furnace on and it was operating the same way. Disconnected thermostat and power. Used an outside power source and the furnace operated correctly with house propane. Connected the house power and tested the furnace again and it was operating correctly. Connected the thermostat and the furnace began tuning on and off as it was doing before. Connected an analog thermostat and the furnace was operating correctly. Found thermostat is not operating properly. Correction: Recommend replacement. Had to leave analog thermostat connected, customer lives in unit.

Model#	21037-101	Dlr Sub Hrs	4.00	Sub Labor Amt	\$760.00
Serial#	ST52406008303	Appr Hrs	4.00	Appr Labor Amt	\$760.00

Notes

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.

Ok, thank you.

hello, i am unfamiliar with this serial number.. could you tell me if the thermostat is a coleman or suburban?

It is a Coleman

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, the vendor is asking for the serial number to the furnace.. i do see a photo submitted that has the tag i am needing but it is pictured too far away

Hello there, The requested repair has been authorized by Forest River and the Vendor for 0.30 hr for thermostat PLEASE NOTE THE VENDOR IS NEED THE SERIAL NUMBER OFF THE AC. FOREST RIVER WILL ALSO COVER THE DIAG AND TESTING DONE- PLEASE NOTE- IF THE COMPONENT IS NOT FUNCTIONING AFTER A BENCH TEST PLEASE CONTACT THE VENDOR TECH SUPPORT

OR A FOREST RIVER REP. BEFORE THE LABOR TIME BECOMES EXCESSIVE. I WILL AUTHORIZE AS GOODWILL. 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
CHANGED TO A MORE SUITABLE CODE FOR THIS REPAIR

Part						
Line# 1	Item #		Description			
	F100211027		A/C, DIGITAL HEAT/COOL THERMOSTAT - BLACK - DUCTED UNITS ONLY *9420A381*			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$33.45	Sub Freight	\$16.30
	Appr Qty	1.00	Appr Dlr Price	\$33.45	Appr Freight	\$16.30
	Notes					
Line# 2	Item #		Description			
	USERPART		1701 ATC 7.5 Fuse			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$0.75	Sub Freight	\$0.00
	Appr Qty	1.00	Appr Dlr Price	\$0.75	Appr Freight	\$0.00
	Notes					

Submitted	Labor Amt	\$760.00	Approved	Labor Amt	\$760.00
	Parts & Freight	\$50.50		Parts & Freight	\$50.50
	Total	\$810.50		Total	\$810.50

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.