

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0049080	CLAIM STATUS	Paid
TRI AM RV CENTER OF EAST TN		CLAIM	2336905
1202 IDELL ROAD (I-81 EXIT 23)		CLAIM ORIGIN	WEB
BULLS GAP, TN 37711		ORIGINAL CLAIM ID	
USA		VIN	4X4TSAS24SJ048328
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$165.00	SITE/WAREHOUSE	003 / 003A
OWNER INFORMATION		ITEM #	SAT40DUPLEX
MARK HARRIS		DEALER RO #	25629
624 DRYDEN HEIGHTS DR		CLAIM START DATE	06/17/2025
Dryden, VA 24243		CLAIM END DATE	06/30/2025
USA			
Retail Date of Purchase	06/19/2025	WARRANTY EXPIRATION DATE	06/19/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	30-100-02-00-001044	Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:04:38 :: Complaint: Kitchen drawer at sink rubs and will not close Cause: Noted on DAF Correction: Adjust kitchen drawer guide, so drawer will operate correctly			
	Model#	Dlr Sub Hrs	0.20	Sub Labor Amt \$33.00
Serial#	Appr Hrs	0.20	Appr Labor Amt \$33.00	
Notes				

Labor

Line# 2	Operation Code	Operational Description		
	10-7-02-00-000141	Entry Step - Frame & Chassis/Manual Entry Step/Adjust/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:05:35 :: Complaint: Rear entry door will not shut with the steps down Cause: Noted on DAF Correction: Rear entry steps need to be adjusted so door can close properly			
Model#		Dlr Sub Hrs	0.30	Sub Labor Amt \$49.50
Serial#		Appr Hrs	0.20	Appr Labor Amt \$33.00
	Notes			
	Updated to correct op code.			

Labor

Line# 3	Operation Code	Operational Description		
	60-139-24-00-001556	Galley Sink - Plumbing/Kitchen (Galley) Sink/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:07:18 :: Complaint: Sink in rear bath has excessive amount of sealant around the bowl. This makes the sink look stained around the edges Cause: Noted on DAF			
	Correction: Remove extra sealant and clean area			
Model#		Dlr Sub Hrs	0.30	Sub Labor Amt \$49.50
Serial#		Appr Hrs	0.20	Appr Labor Amt \$33.00
	Notes			

Labor

Line# 4	Operation Code	Operational Description		
	30-101-24-00-001076	Hinged Passage Door - Interior/Interior Doors/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:08:26 :: Complaint: Rear bath interior door has small hole on door and trim Cause: Noted on DAF Correction: Fill, color, and blend areas			
Model#		Dlr Sub Hrs	0.20	Sub Labor Amt \$33.00

Serial#

Appr Hrs

0.20

Appr Labor Amt \$33.00

Notes

Labor

Line# 5

Operation Code

30-102-24-00-001101

Operational Description

Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:09:35 :: Complaint: Bedroom slide fascia and square ends have holes from factory Cause: Noted on DAF Correction: Smooth, fill, color, and blend area

Model#

Dlr Sub Hrs

0.30

Sub Labor Amt \$49.50

Serial#

Appr Hrs

0.30

Appr Labor Amt \$49.50

Notes

Labor

Line# 6

Operation Code

30-100-01-00-001044

Operational Description

Drawer Guides or Tracks, pair - Interior/Cabinetry/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:10:28 :: Complaint: Drawer guide in the bedroom on the right side is damaged and not allowing the drawer to operate correctly Cause: Noted on DAF Correction: Replace drawer guide

Model#

Dlr Sub Hrs

0.30

Sub Labor Amt \$49.50

Serial#

Appr Hrs

0.20

Appr Labor Amt \$33.00

Notes

Part

Line# 1

Item #

F100610150

Description

DRAWER GUIDE, 16" SOFT CLOSE BALL BEARING SLIDE *FOR DRAWERS* 2024-

Model #

Serial #

Part tag

Sub Qty

2.00

Sub Dlr Price

\$2.10

Sub Freight

\$0.00

Appr Qty

2.00

Appr Dlr Price

\$2.11

Appr Freight

\$0.00

Notes

Line# 2

Item #

F100609869

Description

DRAWER GUIDE, 16" SOFT CLOSE BALL BEARING SLIDE *FOR CABINETS* 2024-

Model #

Serial #

Part tag

Sub Qty

2.00

Sub Dlr Price

\$6.48

Sub Freight

\$0.00

Appr Qty

2.00

Appr Dlr Price

\$6.47

Appr Freight

\$0.00

Notes

Labor

Line# 7

Operation Code

30-100-24-00-001046

Operational Description

Cabinet Door - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:11:36 :: Complaint: Pantry door in living/kitchen area has a deep scratch and paint chipped in another place Cause: Noted on DAF Correction: Fill, color, smooth, and blend area

Model#

Dlr Sub Hrs

0.30

Sub Labor Amt \$49.50

Serial#

Appr Hrs

0.30

Appr Labor Amt \$49.50

Notes

Updated to correct op code.

Labor

Line# 8

Operation Code

30-100-36-00-001050

Operational Description

Cabinet Stiles - Interior/Cabinetry/Touch Up/No Tread Code

Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:12:42 :: Complaint: Black stile around the TV area is scratched Cause: Noted on DAF Correction: Color and blend area to match

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$16.50
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Serial#	Appr Hrs	0.10	Appr Labor Amt	\$16.50
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Notes

Please attach photos
Picture added. Thank you!

Labor

Line# 9

Operation Code	Operational Description
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30-102-24-00-001101	Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/ Repair/No Tread Code
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:13:59 :: Complaint: Kitchen slide fascia has holes and a black stain Cause: Noted on DAF Correction: Fill, color, blend holes, and clean off black stain

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$49.50
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Serial#	Appr Hrs	0.30	Appr Labor Amt	\$49.50
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Notes

Labor

Line# 10

Operation Code	Operational Description
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30-102-24-00-001094	Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/ Repair/No Tread Code
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:16:10 :: Complaint: Black marks on wall in bathroom over toilet Cause: Noted on DAF Correction: Clean off marks and color wall to match if needed

Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$16.50
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Serial#	Appr Hrs	0.10	Appr Labor Amt	\$16.50
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Notes

Updated to correct op code.

Labor

Line# 11

Operation Code	Operational Description
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30-99-02-00-001018	Day Night Shade or Roller Shade - Interior/Soft Goods/Adjust/No Tread Code
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:17:17 :: Complaint: Shade in the bedroom goes up sideways and will not go up all the way Cause: Noted on DAF Correction: Adjust shade

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
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Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00
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Notes

Labor

Line# 12

Operation Code	Operational Description
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30-102-01-00-001095	Ceiling Panel - Interior/Panels, Ceilings, & Interior Moldings/Replace/No Tread Code
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:18:43 :: Complaint: Ceiling panel in bedroom has a hole next to the light Cause: Noted on DAF Correction: Remove damaged ceiling panel and replace with new

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$495.00
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Serial#	Appr Hrs	3.00	Appr Labor Amt	\$495.00
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Notes

Dealer to add info and adjust labor for review.

We have run into a problem with C#2336905. On job line 12, we were approved to remove and replace the ceiling panel. However, I was not aware that the ceiling is vacuum bonded. With that being said, we will need to add more time and need more than 1 panel to do the repair.

We think the best way to do this would be overlay the ceiling panels all across the bedroom ceiling. Remove and reinstall all 4 lights and 2 vents. We would need to remove and reinstall all molding at the top around the cabinets and wall. We are asking for a total of 5 hours for the repairs. I have attached photo's showing the bonded ceiling.

Per email with Hmurillo, we will attempt to overlay two ceiling panels, and we have authorization for 3 hours.

Part
Line# 2

Item #	Description				
F100762817	SEAM TAPE, 1" X 150', WINNIE WHITE / FOR1WW				
Model #	Serial #	Part tag			
Sub Qty	1.00	Sub Dlr Price	\$21.13	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$21.13	Appr Freight	\$0.00

Notes

Line# 3

Item #	Description				
F100690935	PANELING, 1/8 X 48 X 102 WINNIE WHITE, .004 L1S PUR				
Model #	Serial #	Part tag			
Sub Qty	2.00	Sub Dlr Price	\$93.57	Sub Freight	\$390.13
Appr Qty	2.00	Appr Dlr Price	\$93.57	Appr Freight	\$390.13

Notes

Labor

Line# 13	Operation Code	Operational Description			
	30-102-24-00-001094	Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/Repair/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:19:53 :: Complaint: Black stain on wall in kitchen				
	Cause: Noted on DAF Correction: Clean marks off the wall and color to blend if needed				
Model#		Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
Serial#		Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Labor

Line# 14	Operation Code	Operational Description			
	30-100-01-00-001064	Decorative Rail - Interior/Cabinetry/Replace/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:20:53 :: Complaint: Paint has faded on the rail at the second loft area Cause: Noted on DAF Correction: Paint and blend the area on the rails				
	Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
	Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Updated to correct op code.
Repair not replace

Labor

Line# 15	Operation Code	Operational Description			
	30-101-24-00-001076	Hinged Passage Door - Interior/Interior Doors/Repair/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:21:55 :: Complaint: Middle bedroom door has a chip on the side Cause: Noted on DAF Correction: Fill, color, and clean the area				
	Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
	Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Labor

Line# 16	Operation Code	Operational Description			
	30-92-19-00-004336	Spot Seal Interior (Dealer) - Interior/Interior Miscellaneous/Reseal/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:23:29 :: Complaint: Sealant on the wall on first loft sealant has gaps and voids. This makes it look like the wall is cracked Cause: Noted on DAF Correction: Clean and reseal the area				
	Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
	Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Please attach photos
Pictures added, thank you!
Updated to correct op code.

Labor

Line# 17 **Operation Code** **Operational Description**
30-102-24-00-001094 Wall Panel Touch up - Luan - Interior/Panels, Ceilings, & Interior Moldings/
Repair/No Tread Code

Complaint, Cause, Correction
Original Note : ashlee@dealer-advisors.com, 2025-06-17 12:24:58 :: Complaint: Top wall at steps has black marks and makes wall look stained Cause: Noted on DAF Correction: Clean area

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Submitted	Labor Amt	\$1,089.00	Approved	Labor Amt	\$1,039.50
	Parts & Freight	\$513.41		Parts & Freight	\$513.41
	Total	\$1,602.41		Total	\$1,552.91

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.