

# FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0049080  
 TRI AM RV CENTER OF EAST TN  
 1202 IDELL ROAD (I-81 EXIT 23)  
 BULLS GAP, TN 37711  
 USA

CLAIM STATUS Paid  
 CLAIM 2391249  
 CLAIM ORIGIN WEB  
 ORIGINAL CLAIM ID  
 VIN 4X4TRLN25S1908109  
 CHASSIS VIN  
 MILEAGE 0  
 SITE/WAREHOUSE 010 / 010C  
 ITEM # RLT8339FK  
 DEALER RO # 25756  
 CLAIM START DATE 08/05/2025  
 CLAIM END DATE 09/30/2025

Labor rate: \$165.00

**OWNER INFORMATION**

RANDALL COUCH  
 1907 LAKEWOOD DR  
 Morristown, TN 37814  
 USA

Retail Date of Purchase 07/05/2025

WARRANTY EXPIRATION DATE

07/05/2026

**Claim Line Details**

**Labor**

Line# 1	Operation Code 20-572-01-00-000015	Operational Description Lippert Awning Slide Out Topper - complete - Exterior/Slide Topper (Lippert, Solera)/Replace/No Tread Code
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**Complaint, Cause, Correction**

Original Note : ashlee@dealer-advisors.com, 2025-08-05 12:43:11 :: Complaint: Slide topper ripped away from the wall, causing damage to fascia and tpo roof material Cause: Due to manufacturer install, tension on springs were too tight, causing slide topper to pull through the side of the unit and damaged the roof and fiberglass Correction: Prep, glass, paint, and blend 3 separate areas. Remove slide and replace slide roof. Replace top slide fascia. Replace damaged slide topper

Model# 1	Dlr Sub Hrs	34.00	Sub Labor Amt	\$5,610.00
Serial# 1	Appr Hrs	20.00	Appr Labor Amt	\$3,300.00

**Notes**

Hello, this message is to alert you that Forest River is currently reviewing your request with a member of our customer service technical support team. We ask that you kindly refrain from acknowledging the feedback as this will keep the claim on the dealers side. We will update the line once we receive their response and/or the tech support representative will reach out to your dealership to go over the repair/labor. If 2 business days have passed with no response, please email us at rockwoodflagstaffauths@forestriverinc.com Thank you.  
 Good will offer on this claim from our upper production management team and the division service team . We deem this to be damage done. We never tighten or adjust the tension on these slide toppers, or you have this situation .  
 .12 at the most  
 Rubber – 5hours this includes the slide fascia on the inside.  
 Topper and t-mold – 1 hr  
 Body work – 6 ish, . This is Good will helping our dealer.

Authorized for 20 hours

**Part**

Line# 1	Item # F100188551	Description SLIDE TOPPER - PFL: W/ MOUNTING HARDWARE - BLACK - 156" - V# V000430214   X	
	Model #	Serial #	Part tag
	Sub Qty 1.00	Sub Dlr Price \$305.02	Sub Freight \$410.53
	Appr Qty 1.00	Appr Dlr Price \$305.02	Appr Freight \$410.53

**Notes**

Line# 2	Item # F100091165	Description CORNER CAP - 3L-3: ARROW STYLE FOR EXTERIOR MOLDING - BLACK - 6
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1/2" - V# 201-022-00027 | BEAN 4 PER SLIDE, ECT/XLT/DIAMOND PACKAGE, EMERALD/SAPPHIRE

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	2.00	Sub Dlr Price	\$1.20	Sub Freight	\$0.00
Appr Qty	2.00	Appr Dlr Price	\$1.17	Appr Freight	\$0.00

**Notes**

Hello, part cost approved has been reduced to \$0.45 as charged on sales order S5196648. Thank you

Line# 3

<b>Item #</b>	<b>Description</b>
F100365682	RUBBER ROOF - 8A-0: RUBBER ROOF MATERIAL - WHITE - 9' WIDE - V# AP900WH400-35   X

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	14.00	Sub Dlr Price	\$11.65	Sub Freight	\$0.00
Appr Qty	14.00	Appr Dlr Price	\$11.65	Appr Freight	\$0.00

**Notes**

Line# 4

<b>Item #</b>	<b>Description</b>
F100099875	ADHESIVE - 6F-2: FOR RUBBER ROOF, WATER BASE, TPO - V# N801000P   X, REPLACED V# N801100PA

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$54.48	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$54.48	Appr Freight	\$0.00

**Notes**

Line# 5

<b>Item #</b>	<b>Description</b>
F100075872	EXTERIOR MOLDING - 9G-1: SLIDE OUT FACE FRAME - BLACK - 4" X 14' - V# 1000BLK168   PCN 10C-2484, INSERT SOLD SEPARATELY, CAN BE CUT FOR SHIPPING

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$44.86	Sub Freight	\$410.53
Appr Qty	1.00	Appr Dlr Price	\$44.86	Appr Freight	\$410.53

**Notes**

Line# 6

<b>Item #</b>	<b>Description</b>
USERPART	Butyl tape 1/8x3/4

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$9.67	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$9.67	Appr Freight	\$0.00

**Notes**

Line# 7

<b>Item #</b>	<b>Description</b>
USERPART	Quick roof extreme

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$40.39	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$40.39	Appr Freight	\$0.00

**Notes**

Line# 8

<b>Item #</b>	<b>Description</b>
USERPART	Vinyl insert 25' black

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$13.00	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$13.00	Appr Freight	\$0.00

**Notes**

Line# 9

<b>Item #</b>	<b>Description</b>
USERPART	Proflex sealant clr 10 oz

<b>Model #</b>		<b>Serial #</b>		<b>Part tag</b>	
Sub Qty	1.00	Sub Dlr Price	\$10.26	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$10.26	Appr Freight	\$0.00

**Notes**

Line# 10

<b>Item #</b>		<b>Description</b>		<b>Part tag</b>	
USERPART		Shop supplies/special packaging			
<b>Model #</b>		<b>Serial #</b>		<b>Sub Freight</b>	\$0.00
Sub Qty	1.00	Sub Dlr Price	\$60.00	Appr Freight	\$60.00
Appr Qty	1.00	Appr Dlr Price	\$0.00		

**Notes**

**Submitted**

Labor Amt	\$5,610.00
Parts & Freight	\$1,371.59
<b>Total</b>	<b>\$6,981.59</b>

**Approved**

Labor Amt	\$3,300.00
Parts & Freight	\$1,371.56
<b>Total</b>	<b>\$4,671.56</b>

DEALER  
SIGNATURE

DATE

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

CUSTOMER  
SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.