

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0049080	CLAIM STATUS Paid
TRI AM RV CENTER OF EAST TN	CLAIM 2422846
1202 IDELL ROAD (I-81 EXIT 23)	CLAIM ORIGIN WEB
BULLS GAP, TN 37711	ORIGINAL CLAIM ID
USA	VIN 4X4FCRM25SS234461
	CHASSIS VIN
	MILEAGE 0
Labor rate: \$165.00	SITE/WAREHOUSE 020 / 020
OWNER INFORMATION	ITEM # CRF361RL
TAMMY MOORE	DEALER RO # 26008
1300 MAIN ST	CLAIM START DATE 09/03/2025
Mosheim, TN 37818	CLAIM END DATE 10/20/2025
USA	
Retail Date of Purchase 02/10/2025	WARRANTY EXPIRATION DATE 02/10/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	40-570-01-11-002155	Control Panel - Electrical/Firefly Multiplex System/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : ashlee@dealer-advisors.com, 2025-09-03 11:26:21 :: Complaint: Customer said the slides will not come back in Cause: Retract button was inop for slides. Slide will extend, when you retract, button would turn red and alert over current appears. Tech checked all fuses before contacting Firefly. Keith with Firefly had tech unplug J10 plug and deadend coach to reset board. When pressing retract again, tech received the same alert. Firefly deemed G12 board defective Correction: Replace G12 board. Labor to replace G12 board and program 1.3, diag time including phone call with Firefly, .5	
Model#	Dlr Sub Hrs	Sub Labor Amt
1	1.80	\$297.00
Serial#	Appr Hrs	Appr Labor Amt
1	1.00	\$165.00

Notes

DID FIREFLY HAVE YOU CHECK THE RELAY TO MAKE SURE THEY ARE CORRECT?
IF YOU WOULD LIKE I CAN SEND YOU THE PHOTOS TO SEE IF THEY ARE CORRECT OR IF THEY NEED CHANGED.

PLEASE LET ME KNOW.

Yes, the relays were correct

THANK YOU

DID FIREFLY GIVE YOU A REFERENCE NUMBER? I WILL NEED THIS TO SEND FOR REVIEW.

Yes, it's in the pictures: case number 12460

THANK YOU

SENT TO VENDOR FOR REVIEW

PER FIREFLY

Firefly approves 1.0 hour labor and replacement of the G12 panel.

To ensure the successful processing of your warranty claim, please review the following instructions:

If the returned part shows signs of physical damage from an external event, this claim will be denied.

Please ensure that all Firefly labels and stickers remain intact on the returned part.

To preserve the parts condition, please avoid writing directly on it or applying stickers, labels, or tape. Parts returned with markings or adhesive materials will be automatically denied. If you need to identify the part for internal tracking, we suggest using a zip tie with a tag, or placing your labels/notes on a separate piece of paper wrapped around the part.

ADVISE:: PART IS A VENDOR REQUIRED RETURN TO CONTINUE PROCESSING. NO PART RETURN

WILL RESULT IN CLAIM DENIAL.
Tracking info uploaded. Thank you!

Part

Line# 1	Item # F100217281	Description LOAD CENTER, G12 PANEL (V1-BWOP) ENCLOSURE ASSEMBLY FIREFLY, CEDAR CREEK [CC19] 2021-23 225894-232583 V#10010001B		
	Model #	Serial #	Part tag	0000387573
	Sub Qty 1.00	Sub Dlr Price \$407.55	Sub Freight	\$18.81
	Appr Qty 1.00	Appr Dlr Price \$407.55	Appr Freight	\$18.81

Notes

Submitted	Labor Amt	\$297.00	Approved	Labor Amt	\$165.00
	Parts & Freight	\$426.36		Parts & Freight	\$426.36
	Total	\$723.36		Total	\$591.36

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.