

DEALER ACCOUNT #	1054928	CLAIM STATUS	Paid
LINK FORD & RV MINONG LLC		CLAIM	2607248
1025 W HOKAH ST		CLAIM ORIGIN	WEB
MINONG, WI 54859		ORIGINAL CLAIM ID	
USA		VIN	5ZT2TRNB8TB526916
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$165.00	SITE/WAREHOUSE	048 / 048B
OWNER INFORMATION		ITEM #	TRT235RK
		DEALER RO #	40247
		CLAIM START DATE	03/12/2026
		CLAIM END DATE	04/14/2026
Retail Date of Purchase		WARRANTY EXPIRATION DATE	

Line# 2	Operation Code 20-718-01-11-000644	Operational Description Power Vent - Exterior/Power Roof Vent (Furrion)/Replace/Electrical
Complaint, Cause, Correction Original Note : alix@dealer-advisors.com, 2026-03-12 10:53:25 :: Complaint: Dealer states fan cover on the roof has a huge smear of unknown substance. Cause: Smear of foreign material from manufacturer. Correction: Came off with citron and rag. Additional Note : alix@dealer-advisors.com, 2026-03-12 10:55:24 :: No other exterior clean code or repair code for fan/cover.		
Model#	Dlr Sub Hrs	0.40
Serial#	Appr Hrs	0.30
Notes This is the wrong code as this is jnot an issue with a laminated sidewall. Please change to the correct code. Thank you Dp. Hi, I stated in the notes that this was the only "Clean" code I could find that would get me close to		
Sub Labor Amt \$66.00 Appr Labor Amt \$49.50		

what we needed. If you have a better code in mind, please advise as every Vent code is to replace or reseal. Thanks.

The time requested is excessive for this repair, time adjusted. NVCB .30 to remove the black mark from the roof vent. Repair only close code per dealer's description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp

Part

Line# 1	Item #	Description			
	USERPART	shop supplies - citron and rag			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$2.48	Sub Freight	\$0.00	
	Appr Qty 1.00	Appr Dlr Price \$2.48	Appr Freight	\$0.00	
	Notes				

Labor

Line# 3	Operation Code	Operational Description			
	20-44-19-00-000553	Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : alix@dealer-advisors.com, 2026-03-12 10:56:20 :: Complaint: Dealer states the roof needs to be sealed in some spots. Cause: All 4 corners of the roof needed quad around drain spouts and extrusions. Correction: Resealed the roof in the spots that are needed.				
	Model#	Dlr Sub Hrs 0.50	Sub Labor Amt	\$82.50	
	Serial#	Appr Hrs 0.50	Appr Labor Amt	\$82.50	
	Notes				
	NVCB .50 to use sealant to fill in and cover the seal voids on the entire roof membrane. Per dealers description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp.				

Part

Line# 1	Item #	Description			
	USERPART	shop supplies - sealant			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$4.13	Sub Freight	\$0.00	
	Appr Qty 1.00	Appr Dlr Price \$4.13	Appr Freight	\$0.00	
	Notes				

Labor

Line# 4	Operation Code	Operational Description			
	30-100-24-00-001051	Cabinet - complete - Interior/Cabinetry/Repair/No Tread Code			
	Complaint, Cause, Correction				
	Original Note : alix@dealer-advisors.com, 2026-03-12 10:58:01 :: Complaint: Dealer states the board that attached island leg to the floor is split in two from the screw being too tight. Cause: Manufacturer tightened the screw too tight. Correction: Had to chisel old wood out, removed staples, has to remove old screw with vice grip, cut new piece of wood, predrilled so it would not split, fastened wood and stapled leg to the wood anchor.				
	Model#	Dlr Sub Hrs 0.60	Sub Labor Amt	\$99.00	
	Serial#	Appr Hrs 0.60	Appr Labor Amt	\$99.00	
	Notes				
	NVCB .60 to R&R the cracked cleet. Per dealers description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp.				

Part

Line# 1	Item #	Description			
	USERPART	shop supplies - wood, staples			
	Model #	Serial #	Part tag		
	Sub Qty 1.00	Sub Dlr Price \$4.95	Sub Freight	\$0.00	
	Appr Qty 1.00	Appr Dlr Price \$4.95	Appr Freight	\$0.00	
	Notes				

Labor

Line# 5	Operation Code	Operational Description
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30-100-02-00-001044 Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : alix@dealer-advisors.com, 2026-03-12 11:20:31 :: Complaint: Dealer states that 2 out of 4 cabinet faces on the island are crooked. Cause: Drawer tracks were crooked, out of square. Correction: Removed drawers, unscrewed back of track, squares tracks to cabinet, refastened tracks on 2 of the drawers. Top and bottom.

Model#	Dlr Sub Hrs	0.80	Sub Labor Amt	\$132.00
Serial#	Appr Hrs	0.40	Appr Labor Amt	\$66.00

Notes

The time requested is excessive for this repair, time adjusted. NVCB .40 to adjust 2 sets of drawer guides. Per dealers description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp.

Labor

Line# 6

Operation Code

20-78-01-00-000799

Operational Description

Awning Fabric - Lippert - Exterior/Awnings (Lippert)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : alix@dealer-advisors.com, 2026-03-12 11:22:34 :: Complaint: Dealer states the awning does not roll in properly due to uneven roll of fabric. Back side is wrinkled, front side hangs away from the unit approximately 4". Cause: Awning fabric was not set properly, causing it to roll up crooked, leading to extreme stretching and wrinkles in the fabric. Correction: Recommend new awning as we tried adjusting but could not get wrinkles out due to stretching. Additional Note : alix@dealer-advisors.com, 2026-03-12 11:25:02 :: Time includes attempted repair in addition to replacement.

Model# 1	Dlr Sub Hrs	4.00	Sub Labor Amt	\$660.00
Serial# 1	Appr Hrs	1.50	Appr Labor Amt	\$247.50

Notes

Forest River is currently reviewing your request with the Vendor. Please verify your shipping address, please acknowledge, placing the claim back on our side. We will update the line once we receive their response. Thank you. Dp

Shipping address: 1025 WI-77 Minong WI 54859. Thanks.

Vendor sent: Case Number: 6618659 . Can you please provide the following: • photo of staking screws on each side of fabric (coach side)

• measurement from polycord at rail to polycord at tube - both sides

Please attach the requested picture and information to this claim. Thank you Dp.

Poly cord to rail measured approximately 5

Poly cord to rail measured approximately 5' 5-5/8" in front and approx. 5' 5-3/16" in rear. No set screws in the fabric. Took photos in sections of complete top cord to verify with tape measure laid out tape measure to prove entire bead was documented and void of set screws. Measured amount of fabric overlap on each end and adjusted offset to match overlap. Installed set screws. After measuring and resetting, rear looks to be rolled up perfect front is still off after adjustment and still sticks out further than rear.

Thank you, I have sent that information to the vendor for further review. Dp.

Vendor denied this stating that missing the staking screws would cause this. Why are you requesting the awning be replaced when the missing screws can be replaced? The fabric can be stretched tight then the missing screws be replaced to hold tight...correct? Thank you Dp.

Here are the photos they requested- I apologize for the delay but the unit had to be pulled back in and there was a snow storm up here.

The awning fabric was adjusted, but it is too wrinkled now and the wrinkles will not come out.

Changed to a fabric only code. Dp.

Vendor denied this stating that missing the staking screws would cause this. The time requested is excessive for this repair, time adjusted. NVCB 1.50 to R&R the awning fabric only due to the awning fabric not being secured from factory causing it to warp. Per dealers description of this repair. This authorization is pending ALL requirements of repair code have been met. Dp.

Part

Line# 1

Item #

F100306095

Description

CANVAS-16' EDGE BLKSOLID - PREPFLEX-BOX, FOR AWNING
V000582889/V000566892, V000619331

Model #

Sub Qty 1.00

Appr Qty 1.00

Serial #

Sub Dlr Price \$366.16

Appr Dlr Price \$366.16

Part tag

Sub Freight \$28.94

Appr Freight \$28.94

Notes

Submitted	Labor Amt	\$1,064.25
	Parts & Freight	\$407.90
	Total	\$1,472.15

Approved	Labor Amt	\$569.25
	Parts & Freight	\$407.90
	Total	\$977.15

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.	