

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 Authorized
 CLAIM 2573955
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TRLB22SZ195630
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 010 / 010D
 ITEM # RLT2614BS
 DEALER RO # 26677
 CLAIM START DATE 02/08/2026
 CLAIM END DATE 01/01/1900

Labor rate: \$175.00

OWNER INFORMATION

LAWRENCE CUMMINGS
 4395 DANBURY DR
 Morristown, TN 37813
 USA

Retail Date of Purchase 01/30/2026

WARRANTY EXPIRATION DATE

01/30/2027

Claim Line Details

Labor

Line# 3	Operation Code 10-673-01-11-001819	Operational Description BAL Power C-Jack (Stabilizer) Assembly - Frame & Chassis/Leveling System (BAL/Norco)/Replace/Electrical
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2026-02-09 11:37:15 :: Complaint: Front stabilizer jacks are not working Cause: Front stabilizer has one foot that will not retract, the worm gear is locked up Correction: Replace complete front stabilizer assembly from motor to foot

Model#	Dlr Sub Hrs	1.50	Sub Labor Amt	\$262.50
Serial#	Appr Hrs	1.50	Appr Labor Amt	\$262.50

Notes

Hello, please provide pictures showing the issue per the flat rate code description. This would include the complete component, the issue, and any tags showing the model/serial number on the jack. Thank you.
 Changed to a better suited code based on the pictures and description provided. Thank you.
 Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. 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
 Hello, our vendor has replied all via the email thread that the dealer is copied on and is requesting clarification/additional information. Please reply all to that thread with the needed information. We ask for a response within 2 business day. Failure to do so may result in a denial of the claim.
 Hello, our vendor has replied all via the email thread that the dealer is copied on and is requesting clarification/additional information. Please reply all to that thread with the needed information. We ask for a response within 2 business day. Failure to do so may result in a denial of the claim.
 hello, the vendor has denied as the jack was being tested with a drill or power too will strip the gears. Can you confirm if the motor only is needing replaced?
 The jack assembly was faulty and would not work prior to the drill being used. The power tool was used to prove the one side will not go out. The motor and assembly needs replaced at this time.
 Changed to a better suited code based on the pictures and description provided. Thank you.
 Authorized to replace the complete assembly. Thank you.

Labor

Line# 4	Operation Code 10-673-01-11-002155	Operational Description Control Panel - Frame & Chassis/Leveling System (BAL/Norco)/Replace/Electrical
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2026-02-09 11:38:59 :: Complaint: Tongue jack screen will not come on Cause: Screen does have 12V going to it, however the screen will not come on. Internal failure in the screen Correction: Replace complete screen and test

Model#	Dlr Sub Hrs	0.60	Sub Labor Amt	\$105.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$87.50

Notes

Hello, please provide pictures showing the issue per the flat rate code description. This would include the complete component, the issue, and any tags showing the model/serial number on the jack. Thank you.

Pictures are added, sorry about that. Not sure why they didn't upload. Thank you!

Changed to a better suited code based on the pictures and description provided. Thank you.

Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. 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

The requested repair has been authorized by Forest River and the Vendor for 0.25 hr. To replace the touch pad (vendor part number 20300086). Please order the replacement part from the Forest River parts department 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.

Submitted

Labor Amt	\$367.50
Parts & Freight	\$0.00
Total	\$367.50

Approved

Labor Amt	\$350.00
Parts & Freight	\$0.00
Total	\$350.00

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.