



FOREST RIVER

January 15, 2026

To our Servicing Partners,

Starting today, January 15, 2026, Forest River will be taking steps to respond to your requests to compensate you for your efforts when it comes to authorization and repairs. We informed our Vendors of these changes as well, letting them know that our goal is to take care of our Customers, including Dealers, Service Centers, and the end Retail Customer, and improve OEM Customer Service.

The following changes will be gradually implemented to better serve you and our Retail Customers.

1. The First Stop Warranty program's time allowance for a Vendor to respond to an authorization request will be changed from 48-72 hours to 24 hours (1 business day). If we do not receive a response after that, Forest River will authorize what is necessary to take care of our mutual Customer to resolve the problem.
2. Dealers/Servicers will be allowed .2hr to fill out a diagnosis or check sheet/list document required by the Vendor for authorization and/or repair. When submitting this amount, you should use the following repair code on your claim: 99-721-38-00-004781. This will allow us to track the time and go back to Vendors to affect change.
3. If a Vendor requests requirements outside what is noted on our flat rate, Forest River will review the request and determine if additional time should be allowed for your efforts.
4. Dealers/Servicers will be compensated for diagnostic time that is fair for that repair. Forest River will review the request to ensure that the time is appropriate if time is not already allowed by the Vendor (you can find this out in the flat rate notes attached to the code). In the future, we will be creating codes that can be used specifically for diag of repairs. That will be coming late spring, early summer 2026.

We are excited to make these changes. We do anticipate some bumps in the road, but we will work diligently through them because this – our Customers – is important to us.

If you have any questions, please feel free to reach out to your Brand's Warranty Managers and Representatives. You are welcome to contact me or Mike Pedue as well.

Thank you.

Kelly Mosher
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Customer Service Training Manager
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