

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF22D1	04/16/14	kmosher	Single Note Report
<p>Claim : Line:A :: Complaint:PERFORMED RECALL RISER FOR W3008 PER YOUR INSTRUCTIONS Customer States: :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:2.00 :: Note:We allow 2hr total for this recall (1hr per axle)</p>			
4X4TRLF22D	04/01/14	MAKINS	Single Note Report
<p>called dealer and asked why he was trying to get his labor for the recall work paid from the retail? He claimed he didnt know how to do a web claim.. Told him to call megan and she can walk him throu how to do a web claim. He thanked me and all should be good..</p>			
4X4TRLF22D1	04/01/14	RBEILER	Single Note Report
<p>CUSTOMER HAD RECALL DONE AT SERVICE CENTER THAT WAS NOT AN AUTHORIZED PLACE AT THE TIME. SERVICE CENTER HAS NOT GOT PAID FOR THE REPAIR AND IS GOING AFTER CUSTOMER NOW. MARK AKINS HAD BEEN WORKING WITH THE CUSTOMER AND I SENT THE RETAIL AND SERVICE INFO TO HIM.</p>			
4X4TRLF22D	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF22D	09/10/13	RMAY	Single Note Report
<p>W0701035 ATH#: RM91013-1 -- TIRE REIMBURSEMENT X 1 TO RETAIL (75.00).</p>			
4X4TRLF22D	07/15/13	KMYERS	Single Note Report
<p>TIRE BLOW OUT ON THE WAT HOME</p>			
4X4TRLF22D	07/08/13	DSCHACHT	Single Note Report
<p>Retail stopped. Service Summary on file along with the Work Order for the amount due to swap out A/C units.</p>			
4X4TRLF22D1	06/24/13	KMYERS	Single Note Report

WANTS TO BRING HIS TRAILER TO US ON JULY 8 TH HE HAVING PROBLEMS COOLING THE TRAILER HE HAS THE 13500 AC CAN YOU MAKE TIME TO SWAP OUT AC. AND ADJUST SHOWER DOOR SWITCH OUT A AIR MATTRESS AND ADJUST THE FRONT DOOR?

KEN PHONE #

4X4TRLF22D

06/19/13

KMYERS

Single Note Report

NEED TO FIX THE SHOWER DOOR AIR MATTRESS FRONT DOOR

4X4TRLF22D1

06/04/13

System

Single Note Report

<p>claim has been archived due to being 180+ days old and never submitted.</p>

4X4TRLF22D1

06/04/13

System

Single Note Report

<p>claim has been archived due to being 180+ days old and never submitted.</p>

4X4TRLF22D1

05/31/13

KMYERS

Single Note Report

S GOING TO COME HERE TO CHANGE A/C SOMETIME IN JULY WANTS TO KNOW THE DIF IN PRICE TO GO UP TO THE BIG A/C UNIT?

4X4TRLF22D1

05/21/13

KMYERS

Single Note Report

CALLED IN HIS AIR MATTRESS HAS A HOLE IN IT. HE HAS MICE IN THE TRAILER!!

4X4TRLF22D

01/28/13

DFOUGHT

Single Note Report

THE CUSTOMER MAY ALSO WANT THE SHOWER DOOR ADJUSTED MEGA HAS IT SCREWED UP.

4X4TRLF22D1

12/11/12

DFOUGHT

Single Note Report

THE RETAIL SAID HE IS HAVING A PROBLEM COOLING THE TRAILER AND MAY HAVE COME BY THIS SUMER TO SWAP IT OUT FOR A LARGER OFFER IT FOR \$440.00

ALSO SENDING HIM DRAIN VALES AND A CAP BECAUSE HIS ARE LEAKING.

4X4TRLF22D1

12/03/12

DFOUGHT

Single Note Report

THE CUSTOMER IS LOOKING REPAIRS AT A DIFFERENT DEALERSHIP THAN MCMANN'S. DOES NOT LIKE THEM.

4X4TRLF22D1

11/13/12

DFOUGHT

Single Note Report

Sending the retail a folding table base and a straker plate, he is getting us pics of the base.

4X4TRLF22D1

10/11/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:F :: Complaint:Dealer States: LIVING ROOM D/S SHDE IS WARPED - BOTH BOTTOMR OF SHADE ARE WAPRED - NEC TO REPLACE SHADE :: Repair Code:30-009500 :: Description:R/R Day/Night Shade :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.20 :: Note:FLAT RATE REPAIR

4X4TRLF22D18

10/11/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Dealer States: REAR SHADE IN BEDROOM IS WARPED - BOTH BOTTOM OF D/ SHADE ARE WARPED PLASTIC PARTS OF SHADES - NEC TO R/I VALANCE REPLACE SHADE :: Repair Code:30-009500 :: Description:R/R Day/Night Shade :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.20 :: Note:Flat rate repair

4X4TRLF22D1

10/10/12

dfought

Single Note Report

Claim: [REDACTED] :: Line:F :: Complaint:Dealer States: LIVING ROOM D/S SHDE IS WARPED - BOTH BOTTOMR OF SHADE ARE WAPRED - NEC TO REPLACE SHADE :: Repair Code:30-009500 :: Description:R/R Day/Night Shade :: Auth Status:Under Review :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:NELLY SEE THE NOTES... WE NEED THE SIZE AND THE BAU# ATTACHED TO THE CLAIM.

4X4TRLF22D1

10/09/12

dfought

Single Note Report

Claim: [REDACTED] :: Line:J :: Complaint:Customer States: THAT THE STEREO SPEAKER HAVE TO BE ALL THE WAY UP TO HER THEM OUTSIDE & THEN INTO ITS DEAFFING - MISWIRED & WIRES ARE GROUNDED UP - NEED TO REWIRE SPEAKERS & REPAIR SHORT FROM GROUND OUT (WIRING ISSUE) :: Repair Code:40-686480 :: Description:Repair Exterior Door Side Exterior Speaker Negative Wire connection :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:1.80 :: Hrs Auth:1.80 :: Note:MAKE SURE THE

4X4TRLF22D1

10/09/12

dfought

Single Note Report

Claim: [REDACTED] :: Line:F :: Complaint:Dealer States: LIVING ROOM D/S SHDE IS WARPED - BOTH BOTTOMR OF SHADE ARE WAPRED - NEC TO REPLACE SHADE :: Repair Code:30-009500 :: Description:R/R Day/Night Shade :: Auth Status:Under Review :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:NELLY WE NEED THE SIZE OF THE BLIND I CANNOT TELL BY THE PICTURE WHICH ONE IT IS. FLAT RATE IS .2 ON THIS.

4X4TRLF22D1

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:H :: Complaint:Customer States: THAT THE SHOWER SOOR WILL NOT OPEN W/OUT HAVING TO PULL IT OPEN - SHOWER WALL NOT INSTALLED PROPERLY - NEC TO REMOVE & INSTALL PROPERLY :: Repair Code:60-010400 :: Description:Adjust Accordion Shower Door :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:2.00 :: Hrs Auth:1.00 :: Note:THIS CAN BE ADJUSTED WHERE THE SHOWER SURROUND MEETS THE WALL IT DOES NOT HAVE TO BE COMPLETELY TAKEN

4X4TRLF22D1

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:G :: Complaint:Customer States: THAT THE STEREO SPEAKER HAVE TO BE ALL THE WAY UP TO HER THEM OUTSIDE & THEN INTO ITS DEAFFING - MISWIRED & WIRES ARE GROUNDED UP - NEED TO REWIRE SPEAKERS & REPAIR SHORT FROM GROUND OUT :: Repair Code:40-686480 :: Description:Repair Exterior Door Side Exterior Speaker Negative Wire connection :: Auth Status:Denied :: FR Hrs:0.20 :: Req Hrs:1.60 :: Hrs Auth:0.00 :: Note:THE OUTSIDE SPEAKERS OUT SIDE ARE SMALLER

4X4TRLF22D1

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:E :: Complaint:Customer States: DINNER TABLE LEG SUPPORT ARE ANGELD MAKING THE TABEL HARD TO OPEN & CLOSE - BENT BASE - NEED TO REPLACE BASE :: Repair Code:30-005800 :: Description:R/R Dinette Pedestal Base (each) :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.30 :: Hrs Auth:0.10 :: Note:I CAN JUST PAY .1 WITH OUT PICS

4X4TRLF22D1

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:E :: Complaint:Customer States: DINNER TABLE LEG SUPPORT ARE ANGELD MAKING THE TABEL HARD TO OPEN & CLOSE - BENT BASE - NEED TO REPLACE BASE :: Repair Code:30-005800 :: Description:R/R Dinette Pedestal Base (each) :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.30 :: Hrs Auth:1.00 :: Note:I CAN JUST PAY FLAT RATE WITHOUT SEEING THE PICS.

4X4TRLF22D

10/04/12

Dschacht

Single Note Report

Claim: [REDACTED] :: Line:F :: Complaint:Customer States: THAT THE E-DOOR STRUT IS CAUSE THE BRACKET @ THE TOP TO COME LOOSE - STRIPPED HOLES - NEC TO REMOVE & REPAIR HOLES & REINSTALL PROPERLY :: Repair Code:20-012125 :: Description:R/R Entry Door Strut :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:

4X4TRLF22D

10/04/12

Dschacht

Single Note Report

Claim: [REDACTED] Line:I :: Complaint:Customer States: THAT THE RUBBER SEAL UNDER THE D/S MAINSLIDE HAS A TEAR - DEFFECTIVE - NEC TO REPLACE SEAL @ BOTTOM OF SLIDE :: Repair Code:10-012500 :: Description:R/R Slide Out Bottom Wiper Seal (pictures) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.20 :: Hrs Auth:1.00 :: Note:1.20 is excessive time.

4X4TRLF22D

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:D :: Complaint:Customer States: THAT THE ENTRY DOOR SCREEN WILL NOT LINE UP SO YOU CAN LOCK THE DOOR - SCREEN DOOR NOT ALGND & PLASTIC LOCK - MOVE LOCK & ALIGNED SCREEN & TEST :: Repair Code:20-013600 :: Description:Adjust Screen Door :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:

4X4TRLF22D

10/04/12

DFOUGHT

Single Note Report

Claim: [REDACTED] :: Line:C :: Complaint:Customer States: THAT THE E-DOOR DEADBOLT WILL NOT LINE UP SO YOU CAN LOCK THE DOOR - LOCK WONT LINE UP - MOVE STRIKER PLATE & RETESTED :: Repair Code:30-014730 :: Description:Adjust Passage Door Striker :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:

4X4TRLF22D

09/13/12

Dschacht

Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Customer States: THAT THE DUMP VALVE IS LEAKING WATER FROM THE CAP WHEN THEY REMOVE IT - DEFFECTIVE - NEC TO R/R DUMP VALVE :: Repair Code:60-004205 :: Description:R/R Dump Valve Cable :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:Flat Rate

4X4TRLF22D

09/13/12

Dschacht

Single Note Report

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1847271	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # WRLT3008W	In Service Date 02/13/14	Date Repairs Completed 02/18/14	Authorization #	Mileage 0
Batch ID# M-65038	VIN # 4X4TRLF22D1 [REDACTED]	D.O.P. 08/23/12	Warranty Expires 08/23/13	WRO Claim # [REDACTED]	Claim Rcvd 05/13/14	Requested Amt. \$240.00	Stock Unit No

Serviceing Dealer: Dealer # 0009887 LbrRt: \$120.00 KNSMITH 05/19/14	RV PEDDLER INC 19637 INDUSTRY PARKWAY BAKERSFIELD CA 93308 STATES	Larry Aquino Phone: (661) 392-7400 Fax: (661) 399-9408 TEHACHAPI CA US	[REDACTED] Phone: [REDACTED]	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$240.00	\$240.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$240.00	\$240.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF22D [REDACTED]	11/13/14	kmosher	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: CUSTOMER WOULD LIKE REIMBURSED FOR TIRES HE HAD TO BUY DUE TO THE AXLE RECALL :: Repair Code: [REDACTED] :: Description:R/R Tire only (No Rim/Wheel) (pictures) :: Auth Status:Approved :: Req Amt:539.52 :: Amt Auth:300.00 :: Note:Will allow 75.00 per tire replaced (4) per warranty rep.			
4X4TRLF22D [REDACTED]	09/08/14	RBEILER	Single Note Report
HAVING HAYLETT RV PUT A NEW RISER KIT ON TRAILER, FIX WHEEL WELL, AND WE WILL PAY \$75 PER TIRE FOR THE 4 TIRES THAT WERE REPLACED.			
4X4TRLF22D1 [REDACTED]	08/29/14	RBEILER	Single Note Report
PICTURES SENT BY CUSTOMER SHOW KIT INSTALLED WRONG. ASKED CUSTOMER TO TAKE TRAILER TO DEALER. PICTURES IN VIEWER.			
4X4TRLF22D [REDACTED]	08/29/14	RBEILER	Single Note Report
CUSTOMER CALLED IN TO SAY THAT HIS RISER KIT WAS NOT INSTALLED PROPERLY. ASKED HIM TO GET ME PICTURES OF THE BENT RISER KIT.			
4X4TRLF22D1 [REDACTED]	08/11/14	kmosher	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: REQUEST THAT WE DO THE RECALL FOR SUSPENSION CAMPAIGN 13V554 -- PREFORMED RECALL PER WORK ORDER AND INSTRUCTION SHEET :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:2.00 :: Note:Recall code is 10-001820 with flat rate of 1hr per axle.			
4X4TRLF22D [REDACTED]	08/01/14	RBEILER	Single Note Report
DEALER HAVING PROBLEMS WITH INSTALLING RISER KIT. SENDING PICTURES.			
4X4TRLF22D [REDACTED]	05/15/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: SHOWER DOOR HAS A CRACK IN UPPER RIGHT HAND CORNER. :: Repair Code:60-010700 :: Description:R/R Glass Shower Door (pictures) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:Pic in viewer.			
4X4TRLF22D [REDACTED]	01/23/14	AHOOLEY	Single Note Report

NHTSA Recall Campaign #: 13V554

There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be

4X4TRLF22D

01/21/14

RBEILER

Single Note Report

DEALER HAS SHOWER DOOR BUT REPAIR HAS NOT BEEN DONE. OFFERED TO REFUND COST OF PARTS AND SHIPPING. NOT COVER LABOR.

4X4TRLF22D

12/03/13

System

Single Note Report

<p>claim [REDACTED] as been archived due to being 180+ days old and never submitted.</p>

4X4TRLF22D

06/11/13

Dschacht

Single Note Report

Claim [REDACTED] : Line:A :: Complaint:SHOWER DOOR HAS A CRACK IN THIS AND NEEDS TO BE REPLACED. :: Repair Code:60-010700 :: Description:R/R Glass Shower Door (pictures) :: Auth Status:Denied :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:This was already approved for .75 time on Claim [REDACTED] :: Line:B :: Entered On: 6/7/2013.

4X4TRLF22D

06/07/13

Dschacht

Single Note Report

Claim [REDACTED] : Line:B :: Complaint:GLASS SHOWER DOOR IS STARTING TO CRACK AND IS GOING TO NEED TO BE REPLACED. :: Repair Code:60-010700 :: Description:R/R Glass Shower Door (pictures) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.50 :: Hrs Auth:0.75 :: Note:1.50 is excessive time over flat rate.

4X4TRLF22D

01/07/13

dfought

Single Note Report

Claim [REDACTED] : Line:A :: Complaint:THE SHOWER DOOR WILL NOT CLOSE ALL THE WAY AT THE BOTTOM AND IT LEAKS WATER EVERY TIME THE CUSTOMER TAKES A SHOWER. WE TRIED TO ADJUST THE DOOR WE JUST CANT GET IT TO CLOSE ALL THE WAY. :: Repair Code:60-011350 :: Description:Re-Seal Glass Shower Enclosure (if more than .30)(pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.75 :: Hrs Auth:0.75 :: Note:

4X4TRLF22D

01/07/13

salderfer

Single Note Report

Claim [REDACTED] : Line:C :: Complaint:LIGHT ABOVE THE COUCH CAME LOOSE FROM THE CEILING PANEL. NEEDS TO BE RE SECURED BECAUSE THE SCREW HOLES THAT THE SCREWS THAT HOLD THE LIGHTS TO THE CEILING ARE TOO BIG FOR THE SCREWS SO WERE GOING TO HAVE TO PATCH UP THE OLD HOLES AND RE ATTACH THIS. :: Repair Code:40-004610 :: Description:Adjust Wall Deco Light :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:

4X4TRLF22D

01/07/13

salderfer

Single Note Report

Claim [REDACTED] : Line:C :: Complaint:LIGHT ABOVE THE COUCH CAME LOOSE FROM THE CEILING PANEL. NEEDS TO BE RE SECURED BECAUSE THE SCREW HOLES THAT THE SCREWS THAT HOLD THE LIGHTS TO THE CEILING ARE TOO BIG FOR THE SCREWS SO WERE GOING TO HAVE TO PATCH UP THE OLD HOLES AND RE ATTACH THIS. :: Repair Code:40-004610 :: Description:Adjust Wall Deco Light :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
I [REDACTED]	RL1848999	ROCKWOOD LITE WEIGHT	RLT3008W	07/24/14	08/04/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-67646	4X4TRLF22D1 [REDACTED]	12/12/12	12/12/13	[REDACTED]	08/20/14	\$242.00	No

Servicing Dealer: Dealer # 0006970 LbrRt: \$121.00 MABURNS 08/27/14	GENERAL RV CENTER 48500 12 MILE WIXOM MI 48393 STATES	Misty Mohr Phone: (248) 349-0900 Fax: (248) 449-1455	[REDACTED] LEONARD MI [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle)		\$0.00	2.00	\$242.00	\$242.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$242.00	\$242.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF22D1	04/02/14	jdreier	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States:Recall on axle - adding shims to raise...removed axles and tried to mount parts, axle would not fit....called factory to get help reading instructions, sent pics of axle.....was told to put parts on axle then mount...after 3 tries got it t :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:10.00 :: Hrs Auth:3.00 :: Note:</p>			
4X4TRLF22D	04/02/14	jdreier	Single Note Report
<p>Claim: : Line:B :: Complaint:Customer States:wheel wells have been damaged by the tires rubbing...replace wheel wells :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:2.00 :: Hrs Auth:1.40 :: Note:Excessive time. Flat rate only.</p>			
4X4TRLF22D	04/02/14	jdreier	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States:Recall on axle - adding shims to raise...removed axles and tried to mount parts, axle would not fit....called factory to get help reading instructions, sent pics of axle.....was told to put parts on axle then mount...after 3 tries got it t :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:10.00 :: Hrs Auth:2.00 :: Note:This approval is for the axle repair. Please submit a new line for the wheel well repair.</p>			
4X4TRLF22D	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1849960	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3008W	In Service Date 03/28/14	Date Repairs Completed 03/29/14	Authorization #	Mileage 0
Batch ID# M-64249	VIN # 4X4TRLF22D [REDACTED]	D.O.P. 09/27/12	Warranty Expires 09/27/13	WRO Claim # [REDACTED]	Claim Rcvd 04/02/14	Requested Amt. \$490.93	Stock Unit No

Servicing Dealer: Dealer # 0005927 LbrRt: \$105.00 KNSMITH 04/17/14	BYERLY TRAILER & MFG DBA BYERLY RV 295 EAST 5TH STREET EUREKA MO 63025 STATES	Phyllis Patton Phone: (636) 938-2000 Fax: (636) 938-2026	[REDACTED] EUREKA MO [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
20-021000	R/R Wheel Well		\$28.93	1.40	\$147.00	\$175.93
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle)		\$0.00	3.00	\$315.00	\$315.00
Summary for Claim (2 detail records)			\$28.93	4.40	\$462.00	\$490.93

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF22D [REDACTED]	04/08/14	fyoder	Single Note Report
Claim: [REDACTED] : Line: B :: Complaint: Customer States: REPAIR DAMAGE TO FENDER WELL SIDEWALLS FROM TIRES RUBBING. ALSO HAD TO REMOVE GAS LINES TO ACCESS FRAME TO SECURE AND STABILIZE FOR RECALL KIT INSTALLATION :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 1.50 :: Hrs Auth: 1.00 :: Note: talked to dealer giving him one hr. for the repairs on this unit .			
4X4TRLF22D1 [REDACTED]	04/07/14	CHollowell	Single Note Report
Claim: [REDACTED] : Line: B :: Complaint: Customer States: REPAIR DAMAGE TO FENDER WELL SIDEWALLS FROM TIRES RUBBING. ALSO HAD TO REMOVE GAS LINES TO ACCESS FRAME TO SECURE AND STABILIZE FOR RECALL KIT INSTALLATION :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Under Review :: FR Hrs: 1.00 :: Req Hrs: 1.50 :: Hrs Auth: 0.00 :: Note: Pictures are not required for recall labor. Pictures of damage to unit are required and repair labor must			
4X4TRLF22D [REDACTED]	04/04/14	kmosher	Single Note Report
Claim: [REDACTED] : Line: B :: Complaint: Customer States: REPAIR DAMAGE TO FENDER WELL SIDEWALLS FROM TIRES RUBBING. ALSO HAD TO REMOVE GAS LINES TO ACCESS FRAME TO SECURE AND STABILIZE FOR RECALL KIT INSTALLATION :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Under Review :: FR Hrs: 1.00 :: Req Hrs: 1.50 :: Hrs Auth: 0.00 :: Note: Pictures of the damage are required. Please attach and request auth again			
4X4TRLF22D [REDACTED]	04/03/14	kmosher	Single Note Report
Claim: [REDACTED] : Line: A :: Complaint: Customer States: RECALL ON AXLE CLEARANCE :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 3.50 :: Hrs Auth: 2.00 :: Note: This auth is for the axle lift kit only. You will need to enter other repairs on a separate repair line. Thanks.			
4X4TRLF22D [REDACTED]	01/23/14	AHOOLEY	Single Note Report
NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be			
			<input type="checkbox"/> All Note Report <input type="checkbox"/> Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1850817	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3008W	In Service Date 04/01/14	Date Repairs Completed 04/03/14	Authorization #	Mileage 0
Batch ID# M-64490	VIN # 4X4TRLF22D [REDACTED]	D.O.P. 01/11/13	Warranty Expires 01/11/14	WRO Claim # [REDACTED]	Claim Rcvd 04/14/14	Requested Amt. \$327.00	Stock Unit No

Servicing Dealer: BUMGARNER CAMPING CEN 2206 HICKORY BOULEVARD Shannon Bumgarner Phone: (828) 728-5112 Fax: (828) 728-5252 Lenoir NC [REDACTED] US			Claim Num [REDACTED]
Dealer # 0005439	Lenoir NC 28645 STATES	Phone [REDACTED]	Dealer RO
LbrRt: \$109.00 KNSMITH 04/24/14			WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	1.00	\$109.00	\$109.00
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$218.00	\$218.00
Summary for Claim (2 detail records)			\$0.00	3.00	\$327.00	\$327.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4



December 23, 2014

RL1 846307

Forest River Inc
1803 Century Dr
Goshen IN 46528-5044

REC'D DEC 9 2014

REC'D DEC 9 2014

State Farm Claims
PO Box 106172
Atlanta GA 30348-6172

3008W

REC'D DEC 29 2014

RKWD Lite

Certified Mail-Return Receipt Requested

RE: Claim Number: [REDACTED]
Date of Loss: May 03, 2013
Our Insured: [REDACTED]

Your File Number: **THEIR FILE NUMBER**

Gregg,
Thinking we need to
process & pay. Any questions
advise. Mike Cox

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by an improperly installed tire on a new unit.

Our investigation indicates that Forest River, Inc. is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Forest River, Inc. for reimbursement of \$1,679.01.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

STATE FARM CLAIMS
P.O. Box 106172
Atlanta, GA. 30348-6172

1679.01
claim # [REDACTED]

FR WARRANTY COMPANY
CHECK REQUEST

DATE: 1/6/15

DEALER # _____

PAYABLE TO: State Farm Claims

PO Box 106172

Atlanta, GA 30348-6172

Claim# [REDACTED]

PURPOSE Reimbursement for damage
caused by recall related issues (13V554)

ACCT DISTRIBUTION _____ \$ 1679.01

_____ \$ _____

_____ \$ _____

REQUESTED BY Gregg Rollins

APPROVED BY Gregg Rollins

UNIT
NUMBERS/NOTES RL1846307 - William Zink

1/6 - Sent to Joe Greenlee

Packet # 916928

1/20/15

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

Chassis "VIN" Notes

4X4TRLF23D1

Date	User	NHTSA Note Type	Tread Code	Note
09/18/12	Dschacht	Unknown	Unknown	Claim: [REDACTED] :: Line:B :: Complaint:Dealer States:DINETTE CHAIR LEGS CHIPPED UP, TOUCHED UP CHIPS ON ALL DINETTE CHAIR LEGS WITH STAIN AND POLISH :: Repair Code:30-006800 :: Description:Repair Free Standing Dinette/Chair /Bar Stool(pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:
09/18/12	Dschacht	Unknown	Unknown	Claim: [REDACTED] :: Line:A :: Complaint:Dealer States:NOTED ON DELIVERY , CAULK STAIN ON BEDSPREAD, CLEANED STAIN FROM BEDSPREAD :: Repair Code:30-007500 :: Description:Repair Bedspread/Padded Rails/Headboards (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.10 :: Hrs Auth:0.10 :: Note:
11/05/12	salderfer	Unknown	Unknown	Claim: [REDACTED] :: Line:H :: Complaint:Customer States:No 110 power in trailer, all outlets tested did not work, refrigerator, microwave etc. not working, brakers all on, but no power, pulled converter out and found that neutral wire to converter was loose enough to pull loose, installed and :: Repair Code:40-008800 :: Description:Repair 110 Volt Wiring, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:
11/05/12	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] :: Line:G :: Complaint:Customer States:main slide room is not sealing tight on front side, tighter in back, adjusted slide room to seal properly :: Repair Code:10-012800 :: Description:Adjust Slide Out Room, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:
11/05/12	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] :: Line:G :: Complaint:Customer States:main slide room is not sealing tight on front side, tighter in back, adjusted slide room to seal properly :: Repair Code:10-012800 :: Description:Adjust Slide Out Room, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:
05/13/13	KMYERS	Unknown	Unknown	CLAIMED [REDACTED] SHE NOT HAPPY WITH HER DEALER. SHE HAD A BLOWOUT NEEDS INS WORK DONE. AND SOME REPAIRS. I CALLES DELMARVA RV CENTER SERVICE DEPT CHARLIE CAN DO THE WORK BUT HE BACKED UP TO JUNE 2ED
06/12/13	KMYERS	Unknown	Unknown	PER GREGG GIVE DELMARVA RV CENTER UP TO 2 HRS TO P.D.I TRAILER CUSTOMER HAS HAD A NUMBER OF WATER LEAKS. WE NEED EVERYTHING CHECKED OUT. CUSTOMER NOT HAPPY WITH SELLING DEALER. THINGS NOT FIXED OR MISSING
06/13/13	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] :: Line:B :: Complaint:Customer States: CABINET DOOR IN KITCHEN BROKE,CUSTOMER NOTED THIS TO SELLING DEALER,REPLACE CABINET DOOR :: Repair Code:30-011000 :: Description:R/R Cabinet Door (Pictures):: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:
06/13/13	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] :: Line:C :: Complaint:Customer States: NO AIR MATTRESS IN CAMPER,CUSTOMER NOTED TO SELLING DEALER,ORDER MATTRESS AND INSTALL :: Repair Code:30-000205 :: Description:R/R Magic Air Mattress (Surveyor Only) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:COVERING THIS PRIOR DEALER DID NOT PDI FOR THE CUSTOMER OK GR.
06/13/13	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] :: Line:E :: Complaint:Customer States: CUSTOMER WANTS CAMPER PDI AGAIN,THEY DONT THINK IT WAS DONE AT THE SELLING

4X4TRLF23D [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
06/13/13	DFOUGHT	Unknown	Unknown	DEALER,HAD MULTIPLE WATER LEAKS WHEN CAMPING,PDI CAMPER PER KEVIN MYERS 2 HRS LABOR AT \$180.00 :: Repair Code:70-000030 :: Description:R/R Haier A/C, complete :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:OKED PER GR Claim [REDACTED] :: Line:F :: Complaint:Customer States: KITCHEN FAUCET BLEW APART FROM WHAT THE CUSTOMER STATES WHILE CAMPING,THEY PURCHASED ONE AT LOWES,THEY WANT THE ORIGINAL BACK IN THE CAMPER,REPLACE FAUCET. :: Repair Code:60-006035 :: Description:R/R Dual Handle Kitchen Faucet w/Pullout Sprayer (pictures) :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:
01/23/14	AHOOLEY	Unknown	Unknown	NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be installed between the frame and the axles.
03/20/14	KMOSHER	Unknown	Unknown	State Farm Ins will be sending in paperwork because a claim was filed through them from a blowout resulting in damage.
12/30/14	MCOY	Unknown	Unknown	Recieved claim from State Farm regarding blowout due to recall on tire clearance. Sending to Gregg Rollins for payment.

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN Notes

VIN

4X4TRLF23D

Entered On: 9/19/2014

Entered By: jdreier

Claim: : Line:C :: Complaint:Customer States: LINE FOR ADDITIONAL TIME FOR LINE B ::
Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req
Hrs:0.80 :: Hrs Auth:0.70 :: Note:Covering as goodwill. Repair only.

Entered On: 9/11/2014

Entered By: jdreier

Claim: : Line:B :: Complaint:Customer States: WHEEL WELL RUB DAMAGE FROM WHEELS
HITTING INTERIOR WELL COVERING :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth
Status:Approved :: FR Hrs:0.70 :: Req Hrs:2.00 :: Hrs Auth:1.40 :: Note:

Claim: : Line:A :: Complaint:Customer States: AXLE RECALL :: Repair Code:10-001820 ::
Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 ::
Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:

VIN

4X4TRLF23D

Entered On: 1/23/2014

Entered By: AHOOLEY

NHTSA Recall Campaign #: 13V554

There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be installed between the frame and the axles.

DEALER CENTRAL FOREST RIVER

[Login](#)

[Back](#) [Help](#)

[Hide Details/Show Search Menu](#)

Unit Information [\(Hide Details...\)](#)



[View VIN Notes*****](#) [View Retail Notes*****](#) [Add Retail Note](#)

VIN	OEM VIN	Serial
4X4TRLF23D [REDACTED]		RL1849692
Make	Model	Model Year
ROCKWOOD LITE WEIGHT TR	RLT3006W	2013
Company	Model Description	
FR	ROCKWOOD LITE WEIGHT TRAILERS	

Dealer Information [\(Hide Details...\)](#)



[Show More ..](#)

Dealer	Dealer Name	
0008881	PAW PAWS CAMPER CITY	
Invoice No	Invoice Date	Dealer on Lot Date
[REDACTED]	9/5/2012	1/1/1900

Retail Customer Information [\(Hide Details...\)](#)



[Show More ..](#)

Sold By Dealer:	0008881
Sold Date:	11/28/2012
D.O.P Mileage:	0
Retail Owner Name (First\Last):	[REDACTED]
Retail Owner Spouse (First\Last):	[REDACTED]
Address:	[REDACTED]
Country:	United States <input type="button" value="v"/>
City\State\Zip:	MEADVILLE Mississippi <input type="button" value="v"/> [REDACTED]
Phone:	[REDACTED]
Email:	[REDACTED]
Rental:	<input type="checkbox"/>
Extended Warranty Note:	[REDACTED]
<input type="checkbox"/> Extended Warranty	Date Expires: 01/01/1900
<input type="checkbox"/> Optional Paid 2nd Year Extended Warranty	Date Expires: 01/01/1900
All Warranty Expires Date:	11/28/2013
<input checked="" type="checkbox"/> New Retail Registration	Date Added: 11/28/2012 6:16:36 PM
<input type="checkbox"/> Retail Registration Edited	Date Edited: 1/1/1900
<input checked="" type="checkbox"/> Sent to CoachNet	

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF24C	04/09/14	fyoder	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States: RECALL# 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:3.00 :: Note:</p>			
4X4TRLF24C	03/10/14	CHOLLOWELL	Single Note Report
<p>Total of 3.0 labor needed to perform riser kit under warranty because riser plate needed notched out.</p>			
4X4TRLF24C	02/27/14	MAKINS	Single Note Report
<p>RETAIL HAD 2 TIRES BLOW OUT DUE TO UNDERBODY HITTING THE THE TIRES, RETAIL ALREADY PURCHASED NEW TIRES . TOLD RETAIL I COULD GIVE HIM UP TO 75. PER TIRE.. FOR 2 TIRES</p>			
4X4TRLF24C	01/22/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF24C	09/05/13	RMAY	Single Note Report
<p>EMAILED WORK ORDER AND SERVICE SUMMARY TO DEALER. ON FILE.</p>			
4X4TRLF24C	08/16/13	KMYERS	Single Note Report
<p>DEALER JAMES CALLED THE RETAIL WOOD LIKE THE TRAILER BACK BY THE END OF THE MOUNTH.</p>			
4X4TRLF24C	07/29/13	DSCHACHT	Single Note Report
<p>BB done.</p>			
4X4TRLF24C1845858	07/26/13	DSCHACHT	Single Note Report

Signed SURF on file.

4X4TRLF24C

07/18/13

DSCHACHT

Single Note Report

Resent SURF to Dealer to revise address for pickup of trailer from the retail address, okay'd per Gregg R. Trailer will be returned to dealer after repairs.

4X4TRLF24C

07/12/13

DSCHACHT

Single Note Report

Emailed SURF to Jonathan at dealer. Repairs scheduled for 7/29/2013.

4X4TRLF24C

07/12/13

KMYERS

Single Note Report

CRACKED FIBERGLASS WE HAVE PICTURES

4X4TRLF24C

07/12/13

KMYERS

Single Note Report

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1845858	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3008W	In Service Date 03/25/14	Date Repairs Completed 03/25/14	Authorization #	Mileage 0
Batch ID# M-[REDACTED]	VIN # 4X4TRLF24C [REDACTED]	D.O.P. 03/14/12	Warranty Expires 03/14/14	WRO Claim # [REDACTED]	Claim Rcvd 04/09/14	Requested Amt. \$300.00	Stock Unit No

Servicing Dealer: Dealer # 0011172 LbrRt: \$100.00 KNSMITH 04/21/14	TRAILERS & HITCHES 9975 SW QUAIL RD AUGUSTA KS 67010 STATES	J.D. Register Phone: (316) 775-0078 Fax: (316) 775-0760	[REDACTED] IOLA, KS [REDACTED] IOLA KS [REDACTED] US	Phone: [REDACTED]	Claim Num [REDACTED] Dealer RO
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	3.00	\$300.00	\$300.00
Summary for Claim (1 detail record)			\$0.00	3.00	\$300.00	\$300.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF24D [REDACTED]	04/02/14	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: tire hitting top of wheel well. this is a recall 13v554</p> <p>RECALL13V554 :: Repair Code: 10-001820 ::</p> <p>Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note:</p>			
4X4TRLF24D [REDACTED]	04/01/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Customer States: Jacks bent and need replaced. Auth submitted per e-mail from FR Kevin M. :: Repair Code: 10-009000 :: Description: R/R Scissor Jack, each :: Auth Status: Approved :: FR Hrs: 0.20 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note: Per Kevin Myers.</p>			
4X4TRLF24D [REDACTED]	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554</p> <p>There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF24D [REDACTED]	01/07/14	kmyers	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Customer States: Jacks bent and need replaced. Auth submitted per e-mail from FR Kevin M. :: Repair Code: 10-009000 :: Description: R/R Scissor Jack, each :: Auth Status: Under Review :: FR Hrs: 0.20 :: Req Hrs: 2.00 :: Hrs Auth: 0.00 :: Note: I SENT YOU A AURH TODAY TO REPLACE THE JACKS. HOW MUCH TIME DO YOU NEED TO STRAIGHTEN THE MOUNTS?</p>			
4X4TRLF24D1 [REDACTED]	01/07/14	KMYERS	Single Note Report
<p>Repair authorization with Auth N [REDACTED] for 0.80 hours was issued to dealer: 0027093 <input type="checkbox"/> Dealer States: One time Goodwill authorization 10-008900 R/R Stabilizer Jack, bolt on, each 0.20 <input type="checkbox"/> Internal Note:</p>			
4X4TRLF24 [REDACTED]	01/03/14	KMYERS	Single Note Report
<p>RETAIL CALLES ABOUT THE JACKS ASKED HIM TO CALL THE DEALER AND SET UP A APPT</p>			
4X4TRLF24 [REDACTED]	11/08/13	KMYERS	Single Note Report
<p>Kevin,</p> <p>I did get a chance to talk to our owner and our service department. We will install the power jacks if that is what it comes down to and will discuss the labor portion with you.</p> <p>Mike Economy RVS, LLC</p>			
4X4TRLF24D [REDACTED]	11/06/13	KMYERS	Single Note Report

CALLED DAN RETAIL BACK WE CAN REPLACE THE JACKS HE NEEDS TO SET UP APPT WITH THE DEALER

4X4TRLF24D1

11/06/13

KMYERS

Single Note Report

Repair authorization with Auth No. [REDACTED] for 0.00 hours was issued to dealer:0027093 Dealer States: REPLACE JACKS PARTS NO LABOR .
THANKS Internal Note:

4X4TRLF24D

11/06/13

KMYERS

Single Note Report

I CALLED MIKE THEY WILL COVER LABOR WE CAD COVER PARTS ONE TIME ONLY

4X4TRLF24

10/31/13

KMYERS

Single Note Report

CALLED THE RETAIL THE DEALER DIDNT APPROVE THE REPLACEMENT OF THE MAN JACKS . THIS IS THE SCEOND TIME THE JACKS HAVE BEEN BENT. RETAIL DEL TRAILER BACK TO THE DEALER THE SECOND TIME WITH BENT JACKS AND THE SALESMAN MIKE INSPECTED THE JACKS AND DETURMINED THAT IT WAS CUSTOMER NEGLT. AT THAT TIME THE RETAIL BECAME IRATE WITH THE DEALER . WE CAN TRI TO WORK WITH THE DEALER AND SEE THE THEY CAN ADD POWER

4X4TRLF24D1

10/31/13

KMYERS

Single Note Report

RECEIVED LETTER FORM RETAIL ATTORNEY THE TRAILER HAS STUCTURAL DEFECTS . THE JACKS AND I-BEAM ? CALLING THE CUSTOMER

All Note Report

Add VIN Note

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	RL1851032	ROCKWOOD LITE WEIGHT	RLT3006WK	01/07/14	04/01/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-64046	4X4TRLF24D [REDACTED]	01/17/13	01/17/14	[REDACTED]	04/02/14	\$509.02	No

Servicing Dealer: **ECONOMY RV LLC**
 Dealer # 0027093
 LbrRt: \$104.50
 KNSMITH
 04/09/14

29020 THREE NOTCH ROAD
MECHANICSVILLE MD
20659 STATES

Scott Purcel
 Phone: (301) 884-8400
 Fax: (301) 884-8434

[REDACTED]
 Callaway MD
 [REDACTED] US

Claim Num [REDACTED]
 Dealer RO **Nevins**

WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$209.00	\$209.00
10-009000	R/R Scissor Jack, each		\$91.02	2.00	\$209.00	\$300.02
Summary for Claim (2 detail records)			\$91.02	4.00	\$418.00	\$509.02

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF25D	03/04/14	chollowell	Single Note Report
<p>Claim: Line:A :: Complaint:Customer States:Perform recall. 13v554. Performed recall per Mark Atkins :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:wrong repair code used (10-001820)</p>			
4X4TRLF25D	01/23/14	MAKINS	Single Note Report
<p>RETAIL HAS RECALL UNIT, BUT MONTHS EARLER , HAD BLOW OUTSS AND HAD SPARE EVEN START CRACKING, .. HAD DAMAGE TO UNDER BOBY DUE TO BLOW OUT THAT WAS DUE TO RECALL. QEALER MADE THEM PAY FOR DAMAGES, I TOLD THEM TO EMAIL RECITES OF TIRES AND UNDER BELLY DAMAGE THEY HAD TO PAY FOR. AND THEY WOULD GET REMBURST</p>			
4X4TRLF25D	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF25D	05/08/13	System	Single Note Report
<p><p>claim has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TRLF25D	11/12/12	DFOUGHT	Single Note Report
<p>Claim: Line:A :: Complaint:CUSTOMER STATES RIGHT REAR TIRE HAD BLOW OUT AND CAUSED DAMAGED ON PASSENGER SIDE SLIDE OUT - CUSTOMER REQUEST TO REPAIR DAMAGED UNDER FACTORY WARRANTY. NECESSARY TO REPLACE FENDERS AND REPAIR UNDERCARRIAGE. :: Repair Code:20-020600 :: Description:R/R Fenderskirt (Pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:5.00 :: Hrs Auth:3.00 :: Note:We will help and allow 3 hours but blow outs are not a factory defect</p>			
4X4TRLF25D	11/01/12	saldarfer	Single Note Report
<p>Claim: Line:A :: Complaint:Customer States: C/S WHEN HOOKED UP TO CITY WATER, LOW POINT DRAIN HOSE LEAKS. LOW POINT DRAINS. TIGHTENED LOOSE LOW POINT DRAIN. :: Repair Code:60-005500 :: Description:Repair Hanger Strap :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.30 :: Hrs Auth:0.20 :: Note:Flat Rate is .2</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
1 [REDACTED]	RL1847278	ROCKWOOD LITE WEIGHT	WRLT3008W	02/20/14	02/24/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-63641	4X4TRLF251 [REDACTED]	08/27/12	08/27/13	[REDACTED]	03/04/14	\$258.00	No

Servicing Dealer: Dealer # 5053607 LbrRt: \$129.00 KNSMITH 03/21/14	STIERS RV CENTERS DBA CAMPING WORLD RV S 25410 THE OLD ROAD SANTA CLARITA CA 91381 STATES	Mary McClaran Phone: (800) 235-3337 Fax: (877) 885-2479	[REDACTED] CANYON COUNTRY CA [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$258.00	\$258.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$258.00	\$258.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF25D	09/18/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:C :: Complaint:Customer States: HANDLE FOR THE GALLEY DRAIN VALVE IS MISSING. C: REPLACED GALLEY DRAIN HANDLE WITH NEW :: Repair Code:60-004000 :: Description:R/R Termination Valve Handle :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.10 :: Hrs Auth:0.00 :: Note:Claims must be submitted within 60 days of the completed repair date.</p>			
4X4TRLF25D	09/18/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States: REGLUE THE EDGE BANDING ON THE GALLEY COUNTER. C: REGLUED THE BANDING :: Repair Code:30-013408 :: Description:Repair or Replace Counter Top Self Edge/T-Mold, if more than 0.2 (Pictures) :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.40 :: Hrs Auth:0.00 :: Note:Claims must be submitted within 60 days of the completed repair date.</p>			
4X4TRLF25D	09/18/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States: PERFORM THE RECALL ON THE AXLE RISERS PER INSTRUCTIONS C: INSTALLED THE AXLE RISER KITS PER INSTRUCTIONS :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Under Review :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:This issue was already authorized on WEB1207697. What is this claim for?</p>			
4X4TRLF25D	09/18/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:D :: Complaint:Customer States: WHILE PERFORMING RECALL, FOUND THE DAMAGE HAD ALREADY BEEN DONE TO THIS UNIT. THE WHEEL WELL HAD ALREADY BEEN RUBBED THROUGH. C: REPLACED THE LINER IN THE WHEEL WELL WITH NEW. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:5.00 :: Hrs Auth:3.50 :: Note:Excessive time. Repair only.</p>			
4X4TRLF25D	09/17/14	RBEILER	Single Note Report
<p>POWER TONGUE JACK NOT WORKING. SENDING NEW JACK AT NO CHARGE.</p>			
4X4TRLF25D	08/26/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:C :: Complaint:Customer States: THE HANDLE FOR THE GALLEY DRAIN VALVE IS MISSING. C: REPLACED THE HANDLE :: Repair Code:60-004000 :: Description:R/R Termination Valve Handle :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.10 :: Hrs Auth:0.00 :: Note:Claims must be submitted within 60 days of the completed repair date.</p>			
4X4TRLF25D	08/26/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States: THE EDGE BANDING ON THE GALLEY COUNTER IS COMING LOOSE. C:GLUED THE BANDING BACK IN PLACE. :: Repair Code:30-013408 :: Description:Repair or Replace Counter Top Self Edge/T-Mold, if more than 0.2 (Pictures) :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.40 :: Hrs Auth:0.00 :: Note:Claims must be submitted within 60 days of the completed repair date.</p>			
4X4TRLF25D	06/26/14	GROLLINS	Single Note Report

Gregg,
Can you help me please, we were doing the recall on unit 4X4TRLF25D [REDACTED]. The tires had already torn up the wheel well liners. I sent in photos & ordered new ones from Robyn May. I periodically checked && was told they were back ordered, Then I rechecked on 6.19.2014 & was told they were never ordered & are 2 weeks out. I have had this unit here since 4.28.2014 to do this recall & have been unable to complete it in a timely manor as I

4X4TRLF25D [REDACTED] 05/20/14 jdreier Single Note Report

Claim [REDACTED] :: Line:A :: Complaint:Customer States: UNIT HAS A RECALL ON THE AXLES. C:INSTALLED THE RECALL KIT PER INSTRUCTIONS. RECALL # 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:

4X4TRLF25D [REDACTED] 05/15/14 RBEILER Single Note Report

TIRE HAS RUBBED THROUGH WHEEL WELL. PICTURES IN VIEWER.

4X4TRLF25D [REDACTED] 01/23/14 AHOOLEY Single Note Report

NHTSA Recall Campaign #: 13V554
There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be

4X4TRLF25D [REDACTED] 02/12/13 dfought Single Note Report

Claim [REDACTED] :: Line:D :: Complaint:Customer States:THE MAIN ENTRY DOOR DOES NOT OPEN ALL THE WAY & THE STRUT SCREWS ARE PULLING OUT OF WALL. :: Repair Code:20-012125 :: Description:R/R Entry Door Strut (pictures Canada only) :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:

4X4TRLF25D [REDACTED] 02/07/13 DFOUGHT Single Note Report

Repair authorization with Auth N [REDACTED] for 2.75 hours was issued to dealer:0008824 Dealer States: The shower door is sitting crooked & it catches on the bottom so it is had to open & is rubbing the bottom right frame, & it also allows the seal to leak at one end because of the gap at left side. The tech is going to have to disassemble the shower enclosure to reset the door. 2.5 hrs, the refer insert panels are loose & move around. The tech would need to remove the doors & remove the insert panels, dab some

4X4TRLF25D [REDACTED] 09/26/12 Dschacht Single Note Report

Claim [REDACTED] :: Line:B :: Complaint:Customer States:BLACK TANK VALVE LEAKS. TANKS ARE EMPTY. :: Repair Code:60-003900 :: Description:Repair Termination Valve Assembly, if more than 0.3 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:

4X4TRLF25D [REDACTED] 09/26/12 Dschacht Single Note Report

Claim:WEB782730 :: Line:D :: Complaint:Customer States:BATHROOM DOOR HINGES SEEM TO BE SPRING LOADED THE LAST INCH AS YOU CLOSE IT. :: Repair Code:30-014500 :: Description:R/R Passage Door Hinge (each) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.60 :: Hrs Auth:0.40 :: Note:.60 is excessive time over flat rate. Will give extra for a total time .40

4X4TRLF25D [REDACTED] 09/24/12 DFOUGHT Single Note Report

The customer is throwing a fit about the white mini blind over the range not matching the beige day night blinds in the unit. Authed a courtesy replacement if the dealer needed to replace it.

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1848897	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3008W	In Service Date 04/28/14	Date Repairs Completed 05/15/14	Authorization #	Mileage 0
Batch ID# M-68454	VIN # 4X4TRLF25D [REDACTED]	D.O.P. 08/25/12	Warranty Expires 08/25/14	WRO Claim # [REDACTED]	Claim Rcvd 09/18/14	Requested Amt. \$204.00	Stock Unit No

Servicing Dealer: Dealer # 0008824 LbrRt: \$102.00 KMOSHER 09/30/14	NOLANS RV CENTER INC 6935 FEDERAL BLVD. DENVER CO 80221 STATES	Cindy Van Ryzin Phone: (303) 429-6114 Fax: (303) 427-6517	[REDACTED] [REDACTED] LAKEWOOD CO [REDACTED] US	[REDACTED] [REDACTED] [REDACTED]	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$204.00	\$204.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$204.00	\$204.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

Chassis "VIN" Notes

4X4TRLF25D [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
09/28/12	DFOUGHT	Unknown	Unknown	<p>I am in SF CA w/ my new Windjammer, VIN 4x4trf25d1 [REDACTED]</p> <p>I have a problem with the axles. The tires are only clearing the trailer bottom by 1/4" on pass side. Tires are touching on the driver's side. Tires have worn thru the plastic and are rubbing on the floor boards.</p> <p>Need immediate advice.</p> <p>Sid Hyder, your Santa Rosa dealer is booked up for 6 wks on service. He has been very helpful to me.</p> <p>Pls reply asap.</p> <p>[REDACTED]</p> <p>Thorp, WI [REDACTED]</p> <p>I have talked to him, and gave him some dealers and Dexter info.</p> <p>Doug Fought</p> <p>Flagstaff / Rockwood Warranty Division of Forest River Inc.</p> <hr/> <p>From: Gregg Rollins Sent: Friday, September 28, 2012 3:43 PM To: Douglas E. Fought Subject: RE: Rockwood Axle</p> <p>IT ABOUT HAS TO BE THE TORSION ORIT IS OVERLOADED.....</p> <hr/> <p>From: Douglas E. Fought Sent: Friday, September 28, 2012 3:40 PM To: Gregg Rollins Subject: RE: Rockwood Axle These are Dexter, I have not had this on any of our units, do you think the torsion is bad?</p> <p>Don I didn't know where you were for sure but the replacement axles will be here Friday the 19th. Per Dexter they are 33 degree axles not 45 and are sufficient for your trailer. I let Joe at J&J RV know they would be shipping soon, they are going to have to see the wheel well to determine what parts are needed for the repairs.</p> <p>CLAIM [REDACTED] AUTH: DLS102612 Reimburse retail \$105.00 for labor to change axle</p> <p>KM, WE NEED THE BAD AXLES BACK. SENT TODD A REQUEST TO GET THE DEALER A RETURN TAG. J&J TO REPLACE TWO AXLESTHEY SENT THE AXLES BACK AND FLOYD D IS SALVAGING THEM. PER KARL M. WE WON'T BE ABLE TO RETURN THEM.</p> <p>DEALER WILL ALSO BE REPLACING ONE OF THE WHEEL WELLS BECAUSE THE TIRE HIT THE FLOOR</p> <p>Claim: [REDACTED] Line:C :: Complaint:Customer States:Tires rubbed holes thru the wheel wells. Wrong axles used on unit. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Under Review</p>
09/28/12	DFOUGHT	Unknown	Unknown	
10/16/12	DFOUGHT	Unknown	Unknown	
10/26/12	DSCHACHT	Unknown	Unknown	
12/06/12	DFOUGHT	Unknown	Unknown	
01/15/13	DFOUGHT	Unknown	Unknown	
02/07/13	Dschacht	Unknown	Unknown	

4X4TRLFF25D [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
02/07/13	DFOUGHT	Unknown	Unknown	:: FR Hrs:0.70 :: Req Hrs:1.40 :: Hrs Auth:0.00 :: Note:How many wheel wells will you be replacing? The notes in the system says it will be one. Could you please attach a picture of the damaged wheel well and re-submit claim. Claim: [REDACTED] : Line:A :: Complaint:Customer States: Tires rubbed holes thru the wheel wells. Wrong axles used on unit. :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:
02/07/13	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] : Line:C :: Complaint:Customer States:Tires rubbed holes thru the wheel wells. Wrong axles used on unit. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:1.40 :: Hrs Auth:1.40 :: Note:
02/07/13	DFOUGHT	Unknown	Unknown	Claim: [REDACTED] : Line:B :: Complaint:Customer States:Tires rubbed holes thru the wheel wells. Wrong axles used on unit. :: Repair Code:10-002010 :: Description:R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:1.20 :: Hrs Auth:1.20 :: Note:Removed all tires and axles.
02/13/13	DFOUGHT	Unknown	Unknown	COVERING A TIRE FOR THIS RETAIL CUSTOMER, LIONS HEAD DENIED IT. COVER 100%
02/18/13	KMOSHER	Unknown	Unknown	LIONSHEAD WARRANTY CLAIM# [REDACTED] 2/11/13 tire wear (1) - Trail Express Radial - ACTION: denied
02/18/13	DSCHACHT	Unknown	Unknown	Claim: [REDACTED] Auth: DLS021813 Reimbursed retail for '1' tire replacement for a total of \$196.15.
04/09/13	DFOUGHT	Unknown	Unknown	EMAILED RETAIL THE TIRE RACK IS NOT INTENDED FOR USE WITH THE ALLOY RIMS. HE ALSO HAS ANOTHER CLAIM WITH LIONS HEAD.

Attached is a pix of the spare tire rack on our Jammer, VIN is 4X4TRLFF25D [REDACTED]

The alloy wheels won't fit on the rack. The "flare", on the alloy rim interferes with the mounting plate. The studs don't stick out far enough to engage the plate. Even if they stuck out far enough; it would be bolting to a severely curved surface, and would not work, & damage the alloy.

Also, the studs are too close together to allow hanging the rim where it is supposed to go. I took the foto with the tire in the wrong place, the center, just to show the problem.

This is the 1st time I've tried to mount an alloy wheel on your rack. I just put my steel wheel into service, due to a tire failure.

I sure hope Lionshead will honor their warranty this time.

I'm not in a big hurry for a fix on this rack. I now have the spare in the far back compartment, but I'd rather not do that forever. We head back to WI about May 5.

Thanks,

[REDACTED]

Petaluma, CA [REDACTED]

4X4TRLF25D1 [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
01/23/14	AHOOLEY	Unknown	Unknown	cell: [REDACTED] email: [REDACTED] NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be installed between the frame and the axles.
03/27/14	GROLLINS	Unknown	Unknown	ORDERED A FRT POWER TONGUE JACK FOR THIS UNIT FROM ROBYN
04/04/14	CHOLLOWEL	Unknown	Unknown	Rcvd email from Brenda about old claim for a tire wear issue. LionsHead denied claim but customer is still calling. I will contact.
11/17/14	FYODER	Unknown	Unknown	Sending customer new converter as a onetime courtesy.
12/11/14	chollowell	Unknown	Unknown	Claim: [REDACTED] Line:A :: Complaint:Customer States: NHTS Recall Campaign #13V554 :: Repair Code:10-000025 :: Description:INSTALL X-Factor & Lift Kit (Crusader.315RST Recall) (pictures - See notes below) :: Auth Status:Approved :: FR Hrs:2.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:Wrong repair code used 10-001820

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF25D1	09/11/14	jdreier	Single Note Report
<p>Claim: Line:B :: Complaint:Customer States: TIRE RUBBED THE UNDERSIDE OF CAMPER. WE HAD TO FIX. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Under Review :: FR Hrs:0.70 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:Please attach pictures and request authorization again.</p>			
4X4TRLF25D	09/09/14	jdreier	Single Note Report
<p>Claim: Line:B :: Complaint:Customer States: TIRE RUBBED THE UNDERSIDE OF CAMPER. WE HAD TO FIX. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Under Review :: FR Hrs:0.70 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:Please attach pictures and request authorization again.</p>			
4X4TRLF25D1	06/30/14	jdreier	Single Note Report
<p>Claim: Line:B :: Complaint:Customer States: TIRE RUBBED THE UNDERSIDE OF CAMPER. WE HAD TO FIX. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Under Review :: FR Hrs:0.70 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:Are you requesting a repair or replacement? What part are you referring to?</p>			
4X4TRLF25D	06/30/14	jdreier	Single Note Report
<p>Claim: Line:A :: Complaint:Customer States:CUSTOMER SENT INFO ON FACTORY RECALL FOR UPDATE ON SUSPENSION. WE RECEIVED KIT GOT CUSTOMER IN TO DO JOB. THIS TOOK OUR TEC 5.5 HRS TO COMPLETE. THIS IS RECALL CAMPAIGN 13V554. :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:5.50 :: Hrs Auth:2.00 :: Note:Excessive time. Flat rate only.</p>			
4X4TRLF25D	06/30/14	jdreier	Single Note Report
<p>Claim: Line:C :: Complaint:Customer States:THE SCREWS ON DOOR WERE LOOSE. THE HOLES WERE TO BIG. ADDED ANCHORS AND NEW SCREWS. :: Repair Code:20-012300 :: Description:Adjust Entry Door :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:After 90 days of the retail purchase these adjustments are no longer covered under warranty.</p>			
4X4TRLF25D	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1849497	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3008W	In Service Date 03/24/14	Date Repairs Completed 06/04/14	Authorization #	Mileage 0
Batch ID# M-68250	VIN # 4X4TRLF25D [REDACTED]	D.O.P. 06/19/13	Warranty Expires 06/19/14	WRO Claim # [REDACTED]	Claim Rcvd 09/11/14	Requested Amt. \$199.00	Stock Unit No

Servicing Dealer: SOUTH LAKE MOTORS				Claim Num [REDACTED]	
Dealer # 0047252	DBA SOUTH LAKE RV		Pam Schroeder	Phone [REDACTED]	
LibRt: \$99.50	2005 SOUTH MAIN STREET		Phone: (715) 736-7578	Dealer RO [REDACTED]	
MABURNS 09/23/14	RICE LAKE	WI	Fax: (715) 736-7777	LaCrosse	WI
54868	STATES		[REDACTED]	US	

**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$199.00	\$199.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$199.00	\$199.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

Chassis "VIN" Notes

4X4TRLF26D1 [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
01/23/14	AHOOLEY	Unknown	Unknown	NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be installed between the frame and the axles.
01/28/14	MAKINS	Unknown	Unknown	RETAIL CALLED AND COMPLAINED THAT SHE HAS TO TAKE HER UNIT TO A DEALER FOR THE RECALL, I EMAILED HER 3 TO 4 DEALERS IN HER AREA TO CALL AND SEE WHAT THEY CAN DO FOR HER.
12/11/14	chollowell	Unknown	Unknown	Claim [REDACTED] Line:A :: Complaint:Customer States: NHTSA Recall #13V554 :: Repair Code:10-000025 :: Description:INSTALL X-Factor & Lift Kit (Crusader 315RST Recall) (pictures - See notes below) :: Auth Status:Approved :: FR Hrs:2.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:Wrong repair code 10-001820

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF26D1 [REDACTED]	11/10/14	chollowell	Single Note Report
<p>Claim [REDACTED] : Line:A :: Complaint: Customer States:Air conditioner just shuts down, tested thermostat and found the control in the thermostat is bad. Need to remove and replace thermostat. :: Repair Code:70-200010 :: Description:R/R Coleman (RVP) Wall Thermostat (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:</p>			
4X4TRLF26D1 [REDACTED]	10/27/14	MAKINS	Single Note Report
<p>DUE TO RETAIL CALLING IN AND VERY MADE , FEELS HIS UNIT IS A LEMON AND DONT FEEL HE CAN TRUST HIS UNIT. TALK IT OVER WITH GREGG. RETAIL HAS UNIT STORED. WILL NOT GET OUT TILL MAY 1 2015. WANTS HIS WARRANTY TO START WHEN HE GETS IT OUT OF STORAGE. WARRANTY WILL BE FROM, 5/1/2015 TO 5/1/2016 ... RETAIL IS HAPPY.....</p>			
4X4TRLF26D [REDACTED]	10/08/14	MAKINS	Single Note Report
<p>RETAIL HAD TWO BLOW OUTS AND HIS OTHER TIRES WILL NOT HOLD AIR. I DID SAY THAT WE WILL THE RETAIL FOR HIS TIRE.</p>			
4X4TRLF26D [REDACTED]	10/02/14	MAKINS	Single Note Report
<p>RETAIL HAS CALLED IN VERY UNHAPPY. HAS HAD ISSUES SINCE DAY ONE . MANY LITTLE ISSUES. NO MANUFACTURE STRUCTUAL ISSUE THO. HE IS VERY WRRIED HE HAS A LEMON. WANTED A SECOND WARRANTY.</p>			
4X4TRLF26D [REDACTED]	08/28/14	jdreier	Single Note Report
<p>Claim [REDACTED] :: Line:A :: Complaint:Customer States: Air conditioner just shuts down, tested thermostat and found the control in the thermostat is bad. Need to remove and replace thermostat. :: Repair Code:70-200010 :: Description:R/R Wall Thermostat :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:Please return part.</p>			
4X4TRLF26D [REDACTED]	07/10/14	CHOLLOWELL	Single Note Report
<p>customer at campground and rear stab jack seized in down position. Replacing under warranty.</p>			
4X4TRLF26 [REDACTED]	06/01/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TRLF26D1 [REDACTED]	04/10/14	chollowell	Single Note Report

Claim: [REDACTED] Line: C :: Complaint: Customer States: bulb seal is tearing on bedroom slide. caused from slide out of adjustment. r&r seal :: Repair Code: 10-012575 :: Description: R/R Slide Out Slip On D-Seal :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.40 :: Hrs Auth: 0.40 :: Note:

4X4TRLF26D1 [REDACTED] 04/10/14 chollowell Single Note Report

Claim: [REDACTED] Line: B :: Complaint: Customer States: bedroom slide goes in crooked. needs adjusted. adjust slide room back and front and up and down. :: Repair Code: 10-015600 :: Description: Re-time Slide Out :: Auth Status: Approved :: FR Hrs: 0.40 :: Req Hrs: 1.50 :: Hrs Auth: 1.50 :: Note: Wrong repair code used (10-014600)

4X4TRLF26D [REDACTED] 04/10/14 chollowell Single Note Report

Claim: [REDACTED] Line: A :: Complaint: Customer States: axle recall campaign #13v554 :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note:

4X4TRLF26D1 [REDACTED] 02/18/14 FYODER Single Note Report

F.Y.I Hi Kelly this web claim [REDACTED] is not going to be worked on at RV Solutions. Making a new claim at Great outdoors RV in April. Customer having trouble getting his unit repaired at RV Solutions Inc.

4X4TRLF26D1 [REDACTED] 01/23/14 AHOOLEY Single Note Report

NHTSA Recall Campaign #: 13V554
There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be

4X4TRLF26D [REDACTED] 12/06/13 makins Single Note Report

Claim: WE [REDACTED] Line: A :: Complaint: Customer States: REAR D/S BULB SEAL TORN ON R/S :: Repair Code: 10-012400 :: Description: R/R Self Stick Slide Out Side Bulb Seal, each :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 1.00 :: Hrs Auth: 1.00 :: Note:

4X4TRLF26D1 [REDACTED] 12/06/13 makins Single Note Report

Claim: [REDACTED] Line: A :: Complaint: Customer States: REAR D/S BULB SEAL TORN ON R/S :: Repair Code: 10-012400 :: Description: R/R Self Stick Slide Out Side Bulb Seal, each :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 1.00 :: Hrs Auth: 1.00 :: Note:

4X4TRLF26D1 [REDACTED] 12/05/13 KMYERS Single Note Report

RETAIL CALLED HE NEED THE SLID OUT ADJUSTED . TRYING TO FIND A DEALER TO DO THE WORK ON THE TRAILER.

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	RL1849959	ROCKWOOD LITE WEIGHT	RLT3008W	04/09/14	04/11/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-64394	4X4TRLF26[REDACTED]	10/01/12	10/01/14	[REDACTED]	04/11/14	\$429.00	No

Servicing Dealer: Dealer # 0002763 LbrRt: \$110.00 KNSMITH 04/23/14	AFFORDABLE HOMES OF GR DBA THE GREAT OUTDOORS 3511 W. SERVICE ROAD EVANS CO 80620 STATES	Julie White Phone: (970) 339-1997 Fax: (970) 330-6701	[REDACTED] [REDACTED] CHEYENNE WY [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-012575	R/R Slide Out Slip On D-Seal		\$0.00	0.40	\$44.00	\$44.00
10-014600	ADJUST: Adjust Cylinder		\$0.00	1.50	\$165.00	\$165.00
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$220.00	\$220.00
Summary for Claim (3 detail records)			\$0.00	3.90	\$429.00	\$429.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF26D	10/28/14	chollowell	Single Note Report
Claim: [REDACTED] :: Line:D :: Complaint:Customer States: COUNTERTOP IS SEPARATING AND UNEVEN :: Repair Code:30-018118 :: Description:R/R Exterior Kitchen Countertop (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:			
4X4TRLF26D	09/08/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:C :: Complaint:Customer States: AWNING HAS BUBBLE IN THE FABRIC - NEED TO GET PICS FROM CUSTOMER :: Repair Code:20-026020 :: Description:R/R Lippert Awning Fabric (pictures) :: Auth Status:Denied :: FR Hrs:1.50 :: Req Hrs:1.50 :: Hrs Auth:0.00 :: Note:Please contact Dometic at 800-544-4881 for this claim.			
4X4TRLF26D	09/08/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: REFRIGERATOR FASCIA SLIDING OFF :: Repair Code:70-005900 :: Description:R/R Freezer Door Insert Panel (pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:Covering as goodwill.			
4X4TRLF26D	09/08/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:D :: Complaint:Customer States: COUNTERTOP IS SEPARATING AND UNEVEN :: Repair Code:30-018118 :: Description:R/R Exterior Kitchen Countertop (pictures) :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:How much time are you requesting for this repair?			
4X4TRLF26	09/08/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:B :: Complaint:Customer States: FENDER SKIRT SPLIT WHEN WARRANTY AXLE REPAIR WAS DONE :: Repair Code:20-020600 :: Description:R/R Fenderskirt (Pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:Unit is out of warranty. Covering as goodwill.			
4X4TRLF26	03/10/14	chollowell	Single Note Report
Claim: [REDACTED] :: Line:E :: Complaint:Customer States: REAR AXLE BENT ON UNIT :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:			
4X4TRLF26D	02/06/14	RBEILER	Single Note Report
Repair authorization with Auth No: [REDACTED] for 1.00 hours was issued to dealer:0006393 ☐ Dealer States: REAR AXLE HAS LOST CAMBER. R/R AXLE. SUBJECT TO TESTING BY AXLE MANUFACTURER. ☐ Internal Note:			
4X4TRLF26	01/23/14	RBEILER	Single Note Report

DEXTER TOLD DEALER THAT UNIT HAS WRONG RISER KIT. LOOKING INTO ISSUES.

4X4TRLF26D

01/23/14

FYODER

Single Note Report

Dealer is sending me pic of the rear of the unit and ordering axle that is out of camber.

4X4TRLF26D

01/23/14

AHOOLEY

Single Note Report

NHTSA Recall Campaign #: 13V554

There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be

4X4TRLF26D

12/06/13

makins

Single Note Report

Claim: Line:A :: Complaint:Customer States:FRONT DOOR SIDE COMPARTMENT DOOR WON'T CLOSE ALL THE WAY ON ONE SIDE :: Repair Code:20-015900 :: Description:R/R Compartment Door :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.70 :: Note:EXCESSIVE TIME will give more time THEN CODE ALLOWS for type of adjustment..

4X4TRLF26D

12/05/13

kmyers

Single Note Report

Claim: Line:D :: Complaint:Customer States:ALL 4 TIRE ARE TOUCHING THE WHEEL WELL OF THE UNIT :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:WE NEED TO INSTALL A LIFT KIT

4X4TRLF26D

12/05/13

RBEILER

Single Note Report

NOT ENOUGH CLEARANCE BETWEEN TIRES AND TRAILER. AFFECTED BY RECALL. SEND DEALER RISER KIT.

4X4TRLF26D

12/03/13

KMYERS

Single Note Report

Not sure what to do about the front compartment door on this unit. One side is closing tight, other side is bowed out... there is nothing behind the door causing it to stick out like it is-- what is you thought on this?

The bunk emergency door on the off door side--- lock sometimes spins and won't work and other times it will...can this be replaced?

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1851033	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3006WK	In Service Date 12/03/13	Date Repairs Completed 03/07/14	Authorization #	Mileage 0
Batch ID# M-63731	VIN # 4X4TRLF26 [REDACTED]	D.O.P. 04/06/13	Warranty Expires 04/06/14	WRO Claim # [REDACTED]	Claim Rcvd 03/07/14	Requested Amt. \$928.93	Stock Unit No

Servicing Dealer: DRIFTWOOD CAMPING RES 6623 BLACK HORSE PIKE Vittoria Schubert [REDACTED]				Claim Num [REDACTED]	
Dealer # 0006393	KNSMITH 03/26/14		Phone: [REDACTED]	Phone [REDACTED]	Dealer RO [REDACTED]
LbrRt: \$100.00	CARDIFF 08234	NJ STATES	Fax: [REDACTED]	CAPE MAY [REDACTED]	NJ US

WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$337.35	2.00	\$200.00	\$537.35
30-021050	R/R A/C Ceiling Vent/Ducted (pictures-Canada only)		\$2.88	0.10	\$10.00	\$12.88
20-012800	R/R Entry Door Lock (picture Canada only)		\$0.00	0.00	\$0.00	\$0.00
20-015900	R/R Compartment Door		\$232.70	0.70	\$70.00	\$302.70
Summary for Claim (4 detail records)			\$572.93	2.80	\$280.00	\$852.93

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF27D [REDACTED]	08/06/14	CHOLLOWELL	Single Note Report
Spoke with Chris Cooper at I-90 RV. He will order the replacement axle and change axle out. Sicily called me to tell me I-90 account on permanent hold. Sending N/C email to Sicily to have axle shipped for customer.			
4X4TRLF27D [REDACTED]	08/01/14	CHOLLOWELL	Single Note Report
hello chris. this is I-90 rv. I talked to chris today and he said he needs 1 axel and it would be 2 hours labor @\$100 per hour			
4X4TRLF27D [REDACTED]	07/24/14	CHOLLOWELL	Single Note Report
Spoke with Mr [REDACTED] and we are communicating. He is aware of our plan to fix his camper and he agrees. He has also tried to contact Chris Cooper with no success. Customer says he will go see I-90 RV today to get Chris to contact me.			
4X4TRLF27D [REDACTED]	07/24/14	CHOLLOWELL	Single Note Report
Spoke with Karl about this unit. Trying to contact Chris Cooper at I-90 RV to arrange having axles, tires, riser kit or whatever else is needed to have unit fixed there. No able to reach him yet. Spoke with Debbie and Keith at RNR about plans and they are ok with I-90 doing the work. Still trying to reach Chris Cooper at I-90.			
4X4TRLF27D [REDACTED]	07/24/14	CHOLLOWELL	Single Note Report
Chris I just tried to call you but your office was closed. PLEASE call me in the morning Thursday 7/24/2014. My cell number is [REDACTED] I am in Washington State which is Pacific time but I am usually up by 7am Pacific Time.			
4X4TRLF27D [REDACTED]	07/24/14	CHOLLOWELL	Single Note Report
I spoke on the phone with Debbie at RNR who requests copies of both axle kit instructions. She says they first ordered a riser kit but received the wrong kit, but the second ordered kit should have been the right one. She says they just placed an order with the part # 10-F2-22 without verifying thinking it was the correct kit. She questions if the right part was ordered but the wrong kit was shipped out.			
4X4TRLF27L [REDACTED]	07/22/14	CHOLLOWELL	Single Note Report
Mr. [REDACTED] y. I have been looking into this issue since we last spoke. I have been in contact with the dealerships about your camper and I am waiting to hear from them about the riser kit. In the mean time I am wanting to cover replacing the blown tire and any damage the blow out caused your camper. Have you heard any new updates on your trailer?			
4X4TRLF27D [REDACTED]	07/17/14	CHOLLOWELL	Single Note Report

Chris	I was just in contact with RnR RV and was advised that Keith has been in contact with you over the issue with the Lift Kit and Axle issues on our Rockwood Windjammer. Jason advised me that Keith is working on this with you to get this resolved but I am afraid that this is going to draw things out longer than necessary. From my conversation with Jason it	4X4TRLF27D1 07/17/14 CHOLLOWELL Single Note Report
Chris,	We had this unit taken to another dealer to help determine if the kit was installed correctly or if the kit failed or was the unit overloaded. We are willing to stand behind our work if we did something wrong but that has not been determined as of yet. The Kits apparently have gone thru some changes during this recall. I have forwarded the installation instructions to the	4X4TRLF27D 07/16/14 CHOLLOWELL Single Note Report
Good Moming Chris,	The Vin #D [REDACTED] This is the unit with the blow out damage due to the lift kit recall. Mr. Haney has had two more blow outs since the lift kit was installed. We had him take it to I-90 RV and they said the lift kit was installed wrong. Our Tech installed the lift kit per factory instructions with part # 10-FT-22 order [REDACTED] Down below is an email from Keith our manager and I-90. Please let me know if you need anything else form me.	4X4TRLF27D 07/10/14 CHOLLOWELL Single Note Report
I discussed with customer if RNR did not correctly install riser kit, they must fix it again or cover the costs of the customer having another dealership fixing the riser kit. Forest River has already paid for this repair.		4X4TRLF27D 07/10/14 CHOLLOWELL Single Note Report
I told customer I will reimburse him for his tire costs (minus tax). Customer will email picture of tire and both receipts. Customer states other tires are showing stress. I will one-time goodwill reimbursing customer \$150.00 for these two tires only. After tires are replaced and receipt is received.		4X4TRLF27D 07/10/14 CHOLLOWELL Single Note Report
Customer states RNR did not install the riser kit correctly and customer had tire blow out on the highway. After AAA helped customer, another tire blew out. RNR sent customer to local dealer to look at camper and told customer to call FR about tire costs.		4X4TRLF27D 07/10/14 CHOLLOWELL Single Note Report
Dealer Sending pics of the lift kit.		4X4TRLF27D 07/02/14 FYODER Single Note Report
Claim [REDACTED] Line:A :: Complaint:Customer States: ordered 2" axle lift kit as per bulletin #13v554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:		4X4TRLF27D1 06/09/14 jdreier Single Note Report
4X4TRLF27D1846617	05/22/14	CHOLLOWELL Single Note Report

			Rcvd labor estimate for blow out damage from RNR Collision Center quoting 20.3 hours labor and 4.5 hours refinish.	
4X4TRLF27D	05/14/14	CHOLLOWELL	Single Note Report	
			Customer was in transit to bring camper into dealer for 13V554 recall and blew 2 tires and damaged his unit. Camper is part of recall. Told Keith 2 tires and repairs will be covered by FR. Customer is having unit towed to dealer via AAA. FR will not cover tow charges.	
4X4TRLF27D	01/23/14	AHOOLEY	Single Note Report	
			NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be	
4X4TRLF27D	12/05/13	chollowell	Single Note Report	
			Claim: [REDACTED] : Line:A :: Complaint:Customer States: THE CO DETECTOR KEEPS BEEPING, CUST UNPLUGGED DETECTOR :: Repair Code:30-020400 :: Description:R/R CO Detector (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:No labor requested	
4X4TRLF27D1846617	09/27/13	smcgee	Single Note Report	
			Claim: [REDACTED] Line:A :: Complaint:Customer States: rear bumper assy broke at weld to frame. call to doug fought & photos submitted for replacement. :: Repair Code:10-009700 :: Description:R/R Bumper, welded :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.50 :: Hrs Auth:2.00 :: Note:2.5 IS EXCESSIVE TIME	
4X4TRLF27D	08/15/13	DSCHACHT	Single Note Report	
			Todd, Status on order N276421-10 it was placed on 7/31/2013. It is a bumper and the retail is upset that he has not received it yet and seems to be getting the run around. He doesn't understand why it would take so long to get a bumper.	
4X4TRLF27D	07/23/13	KMYERS	Single Note Report	
			Repair authorization with Auth h [REDACTED] for 0.50 hours was issued to dealer:0010410 <input type="checkbox"/> Dealer States: R&R NORKO BUMPER <input type="checkbox"/> Internal Note:	
4X4TRLF27D	07/23/13	KMYERS	Single Note Report	
			I CALLED TIM BELL FROM NORCO BUN THE WARRANTY CLAIM THRU US ANS TURN IT IN TO HIM .TIM PHONE # [REDACTED]	
4X4TRLF27	07/18/13	KMOSHER	Single Note Report	

LIPPERT CALL CENTER 7/2/13 - 390023

dealer called in stating that the bumper has some tears in the metal, he has been in contact with sheila over at FR and she said to contact us will req pics of the actual damage as well as a full bumper shot to see if any aftermarket applications have been made

4X4TRLF27D

07/10/13

DFOUGHT

Single Note Report

TALKED TO THE DEALER ABOUT REPLACING THE BUMPER, THERE IS NOTHING ON THE BUMPER THAT WOULD CAUSE IT TO FAIL, DEBBIE FROM RNR IS GOING TO CALL NORCO TO GET PARTS AND FIE A CLAIM. ***NORCO FRAME

4X4TRLF27D

07/10/13

DFOUGHT

Single Note Report

DFOUGHT

4X4TRLF27D18

12/24/12

System

Single Note Report

<p>claim has been archived due to being 180+ days old and never submitted.</p>

4X4TRLF27D

08/29/12

dfought

Single Note Report

Claim: Line:A :: Complaint:Customer States:RUBBER ROOF MATERIAL IS BILLOWING UP WHENEVER THE ROOFTOP A/C FAN IS ON :: Repair Code:70-012100 :: Description:Repair AC Duct, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:

4X4TRLF27D

06/25/12

Dschacht

Single Note Report

Claim: Line:A :: Complaint:Customer States:while showing new owner operation of tv, would not respond with remote(tried different remotes and same issue). cust does not want to go to 190 RV for warranty issues. lives approx 200 miles from our dealership. :: Repair Code:70-004736 :: Description:R/R 32" Toshiba TV :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:

4X4TRLF27D

06/13/12

DSCHACHT

Single Note Report

Dealer emailed, during orientation TV worked intermittently, per a phone call, dealer will file a claim to R/R TV, TV will be dropped shipped to customer. Pending results of TV testing will determine if claim is paid or not.

4X4TRLF27D

05/11/12

dfought

Single Note Report

Claim: Line:A :: Complaint:Dealer States:during pdi, rear slide out room will not go back in. :: Repair Code:10-015300 :: Description:R/R Slide Out Actuator Assembly, with underbelly :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:

4X4TRLF27D

05/09/12

DFOUGHT

Single Note Report

VIN # Last 7 Digits 18 [REDACTED]	Forest River Serial # RL1846617	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # WRLT3008W	In Service Date 06/05/14	Date Repairs Completed 06/05/14	Authorization #	Mileage 0
Batch ID# M-65920	VIN # 4X4TRLF27D [REDACTED]	D.O.P. 06/12/12	Warranty Expires 06/12/13	WRO Claim # [REDACTED]	Claim Rcvd 06/10/14	Requested Amt. \$128.00	Stock Unit No

Servicing Dealer: Dealer # 0010410 LbrRt: \$128.00 MABURNS 06/20/14				RNR HOLIDAY RV INC DBA RNR RV CENTER 23203 E KNOX AVENUE LIBERTY LAKE WA 99019 STATES				Debbie Christel Phone: (509) 462-9000 Fax: (509) 921-9144 WARDEN WA [REDACTED] US		Claim Num [REDACTED] Dealer RO [REDACTED]	
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	1.00	\$128.00	\$128.00
Summary for Claim (1 detail record)			\$0.00	1.00	\$128.00	\$128.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF28D	03/18/14	grollins	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States: UNIT WAS DAMAGED WHEN TIRE BLEW BECAUSE IT WAS HITTING FLOOR. :: Repair Code: :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: Req Amt:276.54 :: Amt Auth:276.54 :: Note:</p>			
4X4TRLF28D	03/14/14	kmosher	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States: UNIT WAS DAMAGED WHEN TIRE BLEW BECAUSE IT WAS HITTING FLOOR. :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Denied :: FR Hrs:1.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:You must enter the amount as a sublet for reimbursement.</p>			
4X4TRLF28	03/11/14	rbeiler	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer State: TIRE BLEW AND DAMAGGED TRAILER RECALL CAMPAIGN # 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.50 :: Hrs Auth:2.50 :: Note:Per Roger.</p>			
4X4TRLF28D1	03/11/14	fyoder	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer State: TIRE BLEW AND DAMAGGED TRAILER RECALL CAMPAIGN # 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.50 :: Hrs Auth:2.00 :: Note:Did not find notes to give .5 to this repair.</p>			
4X4TRLF28D1	03/10/14	CHOLLOWELL	Single Note Report
<p>Received an email from John at Wakley RV about customer blow out tire passed from Fred Yoder. Unit is part of recall for wheelwell gap #13V554. Labor bill shows charges for replacement tire and repairs to unit.</p>			
4X4TRLF28D	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF28D1	06/28/12	Dschacht	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States: SCREENS NOT TIGHT AGAINST WINDOW FRAME LETTING BUGS IN :: Repair Code:20-019000 :: Description:R/R Window Screen (pictures) :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.80 :: Hrs Auth:0.80 :: Note:</p>			
4X4TRLF28D	06/19/12	DFOUGHT	Single Note Report

SCREENS NOT FITTING IN THE WINDOWS AND BUGS ARE GETTING IN. AUTHED 2
EACH TO USE FOAM TAP TO CLOSE GAPS RATHER THAN SENDING NEW SCREENS



All Note Report

Add VIN Note

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	RL1847291	ROCKWOOD LITE WEIGHT	RLT3008W	08/27/13	11/27/13		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-63928	4X4TRLF28D [REDACTED]	05/16/12	05/16/13	[REDACTED]	03/18/14	\$276.54	No

Servicing Dealer: Dealer # 0009910 LbrRt: \$110.00 KNSMITH 04/03/14	RAY WAKLEY RV CENTER 10261 W MAIN RD NORTH EAST PA 16428-2855 STATES	John Lexow Phone: (814) 725-9608 Fax: (814) 725-2473 MEADVILLE PA [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$276.54	0.00	\$0.00	\$276.54
Summary for Claim (1 detail record)			\$276.54	0.00	\$0.00	\$276.54

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF28D1	03/19/14	kmosher	Single Note Report
Claim:V : Line:A :: Complaint:Customer States: RECEIVED LETTER FOR AXLE RECALL 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:			
4X4TRLF28D	03/19/14	kmosher	Single Note Report
Claim : Line:A :: Complaint:Customer States: DUE TO THE UNIT HAVING RECALL ON THE AXLES THIS UNIT THE TIRES HAD BEEN RUBBING DUE TO NO ENOUGH CLEARANCE FROM THIS AND HAS DAMAGED BOTH WHEEL WELLS . :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:2.00 :: Hrs Auth:1.40 :: Note:excessive time requested.			
4X4TRLF28D	01/23/14	AHOOLEY	Single Note Report
NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be			
4X4TRLF28D	08/12/13	SMCGEE	Single Note Report
Claim : Line:B :: Complaint:Dealer States:With truck controller up to 10-brakes will not lock up :: Repair Code:10-000300 :: Description:R/R Brake Hub, each :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:1.00 :: Hrs Auth:0.80 :: Note:			
4X4TRLF28D	08/12/13	SMCGEE	Single Note Report
Claim : Line:A :: Complaint:Dealer States:genesis player not taking discs :: Repair Code:70-040010 :: Description:R/R GT 3.0 Radio :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits I [REDACTED]	Forest River Serial # RL1848960	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3006WK	In Service Date 03/08/14	Date Repairs Completed 03/13/14	Authorization #	Mileage 0
Batch ID# M-63928	VIN # 4X4TRLF28D [REDACTED]	D.O.P. 07/16/13	Warranty Expires 07/16/14	WRO Claim # [REDACTED]	Claim Rcvd 03/19/14	Requested Amt. \$250.27	Stock Unit No

Servicing Dealer: Dealer # 0011143 LbrRt: \$120.00 KNSMITH 04/03/14	TOM RAPER, INC 2250 WILLIAMSBURG PIKE RICHMOND IN 47374 STATES	KEVIN VANLIEU Phone: (765) 966-8361 Fax: (765) 966-4647 RICHMOND IN [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$10.27	2.00	\$240.00	\$250.27
Summary for Claim (1 detail record)			\$10.27	2.00	\$240.00	\$250.27

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User		
4X4TRLF28D	08/06/14	jdreier	Single Note Report	
Claim: [REDACTED] : Line:A :: Complaint:Customer States:LAST FALL WE WERE TRYING TO GET IN AN OUTSIDE KITCHEN DOOR IT WAS DAMAGED ON BOTH SIDES OF THE DOOR FROM SCREWS PROTRUDING FROM FRAME WHICH ALSO MAKES IT VERY DIFFICULT TO CLOSE, :: Repair Code:20-033980 :: Description:R/R Exterior Kitchen Compartment Door w/Graphics (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:Notes in unit file from when unit was in warranty.				
4X4TRLF28D	08/06/14	jdreier	Single Note Report	
Claim: [REDACTED] : Line:A :: Complaint:Customer States:LAST FALL WE WERE TRYING TO GET IN AN OUTSIDE KITCHEN DOOR IT WAS DAMAGED ON BOTH SIDES OF THE DOOR FROM SCREWS PROTRUDING FROM FRAME WHICH ALSO MAKES IT VERY DIFFICULT TO CLOSE, :: Repair Code:20-033980 :: Description:R/R Exterior Kitchen Compartment Door w/Graphics (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:				
4X4TRLF28D1	03/14/14	jdreier	Single Note Report	
Claim: [REDACTED] Line:B :: Complaint:Customer States:UPON DELIVERY THE OVEN VENT COVER WAS DIFFICULT TO OPEN. APPEARS THAT EPOXY WAS LEFT ON RIGHT SIDE CLIP :: Repair Code:70-035400 :: Description:R/R All Other Parts :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.25 :: Hrs Auth:0.25 :: Note:Covering as goodwill.				
4X4TRLF28D	3	02/21/14	kmosher	Single Note Report
Claim: [REDACTED] : Line:B :: Complaint:Customer States:UPON DELIVERY THE OVEN VENT COVER WAS DIFFICULT TO OPEN. APPEARS THAT EPOXY WAS LEFT ON RIGHT SIDE CLIP :: Repair Code:70-035400 :: Description:R/R All Other Parts :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:0.25 :: Hrs Auth:0.00 :: Note:If noted at delivery why is it just now being addressed?				
4X4TRLF28D	01/30/14	kmyers	Single Note Report	
Claim: [REDACTED] : Line:A :: Complaint:Customer States: THE TIRES ARE COMING VERY CLOSE TO THE WHEEL WELL ON THE TRAILER, EVIDENCE IS VISIBLE ON THE DOOR SIDE THE MOST :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:2.50 :: Note:EXCESSIVE TIME				
4X4TRLF28D	01/23/14	AHOOLEY	Single Note Report	
NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be				
			<input type="checkbox"/> All Note Report <input type="checkbox"/> Add VIN Note	

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	RL1850613	ROCKWOOD LITE WEIGHT	RLT3006WK	01/25/14	01/25/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-62817	4X4TRLF28[REDACTED]	03/18/13	03/18/14	[REDACTED]	02/03/14	\$772.50	No

Servicing Dealer: Dealer # 0010071 LbrRt: \$99.00 KNSMITH 02/17/14	SEVEN Os INC DBA RV WAY 8700 RT 11 CICERO NY 13039 STATES	Joanne O Phone: (315) 699-4441 Fax: (315) 699-1911	[REDACTED] [REDACTED] WHITESBORO NY [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$399.26	2.50	\$247.50	\$646.76
Summary for Claim (1 detail record)			\$399.26	2.50	\$247.50	\$646.76

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF28D1 [REDACTED]	04/04/14	chollowell	Single Note Report
Claim: [REDACTED] : Line:A :: Complaint: Customer States: REPAIR DAMAGE CAUSED BY RECALL. WHEEL WELL ARE DAMAGED. :: Repair Code:20-021100 :: Description:Reseal Wheel Well :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:7.20 :: Hrs Auth:7.20 :: Note:			
4X4TRLF28D1 [REDACTED]	04/01/14	chollowell	Single Note Report
Claim: [REDACTED] : Line:A :: Complaint: Customer States: REPAIR DAMAGE CAUSED BY RECALL. WHEEL WELL ARE DAMAGED. :: Repair Code:20-021100 :: Description:Reseal Wheel Well :: Auth Status:Under Review :: FR Hrs:0.10 :: Req Hrs:7.20 :: Hrs Auth:0.00 :: Note:Please contact CHollowell about this claim for approval [REDACTED]			
4X4TRLF28D [REDACTED]	03/04/14	chollowell	Single Note Report
Claim [REDACTED] Line:B :: Complaint:Customer States: Customer States: NHTSA RECALL CAMPAIGN # 13V554. SEE ATTACHED FORM :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:			
4X4TRLF28D [REDACTED]	02/28/14	RBEILER	Single Note Report
REC SALES IS GOING TO GET WHEELS WELLS REPLACED UNDER WARRANTY DUE TO RECALL.			
4X4TRLF28D [REDACTED]	02/28/14	RBEILER	Single Note Report
CUSTOMER SAYS THAT DEALER DIDN'T REPLACE WHEEL WELLS THAT WERE DAMAGED FROM RUBBING TIRES DUE TO RECALL. TRYING TO CONTACT DEALERSHIP.			
4X4TRLF28D1 [REDACTED]	02/28/14	chollowell	Single Note Report
Claim [REDACTED] Line:B :: Complaint:Customer States:LAMINATE ON COUNTER IS COMING OFF. :: Repair Code:30-013000 :: Description:R/R Galley Counter Top (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:4.30 :: Hrs Auth:2.00 :: Note:excessive time for repair.			
4X4TRLF28D1 [REDACTED]	01/23/14	AHOOLEY	Single Note Report
NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be			
			<input type="checkbox"/> All Note Report <input type="checkbox"/> Add VIN Note

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
1 [REDACTED]	RL1851986	ROCKWOOD LITE WEIGHT	RLT3006W	03/03/14	03/13/14		1
Batch #	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-64240	4X4TRLF28D [REDACTED]	02/21/13	02/21/14	[REDACTED]	04/04/14	\$986.03	No

Servicing Dealer: UNITED RECREATION & MO
 Dealer # 0011215 5100 AIRPORT FWY
 LbrRt: \$120.00
 MABURNS 04/17/14 FT WORTH TX
 76117 STATES

Barb Oakes
 Phone: (817) 834-7141
 Fax: (817) 834-7145
 HURST TX
 [REDACTED] US

Claim Num [REDACTED]
 Dealer RO [REDACTED]

WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
20-021100	Reseal Wheel Well		\$122.03	7.20	\$864.00	\$986.03
Summary for Claim (1 detail record)			\$122.03	7.20	\$864.00	\$986.03

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

Chassis "VIN" Notes

4X4TRLF29 [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
01/23/14	AHOOLEY	Unknown	Unknown	NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be installed between the frame and the axles.
11/13/14	KMOSHER	Unknown	Unknown	Customer called saying that the dealership Burdette has been contacting us, but we have no record of it, about the recall. Told him that they just needed to file the claim and order the parts. Customer put dealer on a three-way call.
12/12/14	grollins	Unknown	Unknown	Claim [REDACTED] Line:A :: Complaint:Customer States:RECALL ON 13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TRLF27D [REDACTED]	01/23/14	AHOOLEY	Single Note Report
<p>NHTSA Recall Campaign #: 13V554 There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death. The required repair procedure will involve the removal of the axles so that a lift kit may be</p>			
4X4TRLF27D [REDACTED] 7	07/30/12	DFOUGHT	Single Note Report
<p>Repair authorization with Auth No. [REDACTED] for 0.30 hours was issued to dealer:0007585 <input type="checkbox"/> Dealer States: REPLACE DAMAGED RIM AND TIRE, NOTED AT DELIVEY. <input type="checkbox"/> Internal Note:</p>			
4X4TRLF27D [REDACTED]	06/29/12	DFOUGHT	Single Note Report
<p>TIRE BLEW IN TRANSIT TO THE DEALERS LOT, COVERING THROUGH FR</p>			
			<input type="checkbox"/> All Note Report <input type="checkbox"/> Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1848397	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT3006W	In Service Date 03/14/14	Date Repairs Completed 03/14/14	Authorization #	Mileage
Batch ID# M-63641	VIN # 4X4TRLF27D [REDACTED]	D.O.P. 07/05/12	Warranty Expires 07/05/13	WRO Claim # [REDACTED]	Claim Rcvd 03/20/14	Requested Amt. \$180.00	Stock Unit No

Servicing Dealer: Dealer # 0007585 LbrRt: \$90.00 KNSMITH 03/21/14	HOLIDAY ON WHEELS INC 8015 SUMTER HWY COLUMBIA SC 29209 STATES	Phone: (803) 776-3752 Fax: GASTON SC [REDACTED] US	Claim Num [REDACTED] Dealer RO
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$0.00	2.00	\$180.00	\$180.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$180.00	\$180.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	Single Note Report
4X4TRLG25D	06/10/14	MAKINS	RETAIL HAD A BLOW OUT DUE TO CLEANANCE THAT WE ARE FIXING. HAD SOME DAMAGE TO HIS TRIALER DUE TO THE BLOWOUT.RETAIL AGREED TO PAY THE LABOR AND I AGREED TO PAY FOR PARTS.
4X4TRLG25D	06/10/14	MAKINS	DEALING WITH FOREST RIVER SERVICE CENTER ON TRING TO FIX THE CLEARANCE ISSUE BETWEEN TIRE AND UNDER BODY IN WHEEL WELL. UNIT IS NOT A RECALL UNIT, BUT TALKING WITH KARL AND GREGG, WE ARE GOING TO SEND AND NO CHARGE A RISER KIT FOR THE FIX.
4X4TRLG25D	05/28/14	MAKINS	retail has had issues with his trailer wheels hitting the underbody of the wheel wells, and blowing tires, told him to get it check out at a dealer . I did tell him that i would rpay 75. per tire. That has blown that way..

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # RL1848879	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLT8319SS	In Service Date 06/27/14	Date Repairs Completed 06/27/14	Authorization # M.Akins/K.	Mileage
Batch ID# M-66300	VIN # 4X4TRLG25I [REDACTED]	D.O.P. 09/22/12	Warranty Expires 09/22/13	WRO Claim # [REDACTED]	Claim Rcvd 07/07/14	Requested Amt. \$225.00	Stock Unit No

Servicing Dealer: Dealer # 0011511 LbrRt: \$0.00 KMOSHER 07/08/14	ZAHM TRAILER SALES INC 5019 W. RIVER ROAD HUNTINGTON IN 46750 STATES	Phone: (260) 356-8322 Fax: (260) 356-8350	[REDACTED] FT WAYNE IN [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$0.00	3.00	\$225.00	\$225.00
Summary for Claim (1 detail record)			\$0.00	3.00	\$225.00	\$225.00

RQ14-004
FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN Notes

VIN

4X4TRLG29E [REDACTED]

Entered On: 1/22/2015

Entered By: CHOLLOWELL

TR-99

Still need to have D/S rear radius metal and rear entry steps shipped to customer to install from damages Blue Dog RV didn't fix. Waiting for address where parts will be drop shipped. Due to size and weight of parts, they will need to be freight shipped. Waiting for contact to respond.

VIN

4X4TRLG29E [REDACTED]

Entered On: 9/25/2014

Entered By: chollowell

Claim: [REDACTED] :: Line:B :: Complaint:Customer States: Repair tire blowout damage c/s :: Repair Code:20-021200 :: Description:Wheel Well Trim :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:

Entered On: 9/24/2014

Entered By: jdreier

Claim: [REDACTED] :: Line:B :: Complaint:Customer States: Repair tire blowout damage c/s :: Repair Code:20-021200 :: Description:Wheel Well Trim :: Auth Status:Under Review :: FR Hrs:0.20 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:Please contact C. Hollowell at (574) 642-8943 for further assistance with this claim

Claim [REDACTED] :: Line:A :: Complaint:Customer States: INSTALL RIZER KIT FOR AXLES :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:2.00 :: Note:per Chris Hollowell

VIN

4X4TRLG29E1 [REDACTED]

Entered On: 9/10/2014

Entered By: CHOLLOWELL

Also covering blow out damage repairs as promised with customer. Blue Dog RV will order replacement parts and complete repairs for customer then submit web claim when complete and I will approve labor within reason. Reimbursing full customer out of pocket costs for replacing tire. Receipt received via email.

Entered On: 9/8/2014

Entered By: CHOLLOWELL

Jared spoke with Blue Dog Rv who suggests a riser kit be installed to fix his tailer issues. Customer is within specification at more than 1" inside wheelwells but customer is adamant there is a clearance issue. ONE-TIME GOODWILL OFFERING TO COVER COST OF RISER KIT INSTALLATION. 2.0 labor plus sending riser kit no charge 2nd day air.

Entered On: 8/11/2014

Entered By: CHOLLOWELL

One-time goodwill authorized covering customers out of pocket costs for replacing tire to get unit weighed and take photos of the trailer attached to the pull vehicle.

Chris,

I will head down to get the pictures as requested. The closest scale to the trailer is 12 miles. The challenge is I have no spare. I have ordered a new tire but it will be a couple days (5-7) before I will have a spare and able to move the trailer. I just don't want to take the chance with no spare.

V/r
Jared

Sent: Wednesday, August 06, 2014 7:29 PM

To: Chris Hollowell; [REDACTED] Fred Yoder

Subject: [REDACTED]

Chris,

Since I received failure message back from the first couple attempts last night I will send all of the photos again.

This will be the first of 6 messages with two photos per.

Each photo is labeled for informational purposes.

Regards,

Jared

VIN

4X4TRLG29E

Entered On: 8/5/2014

Entered By: CHOLLOWELL

Emailed customer and CC Blue Dog RV & Dexter requesting pictures of bolt locations of axles on the frame and pictures of the riser kit from the front or back and the side view. Waiting for response.

Chris,

Just to follow up on the situation. Blue Dog installed the new axles with no issue. The end result was about x1 inch between the tire and the wheel well. The distance between the fender and sidewall was also about an inch. On the way home from the dealership, I stopped to check and noticed that the curb side had settled back to the previous less than an inch gap. Approximately 20 miles later, I had a tire blow on the curbside rear axle causing damage to the stairs and fender.

I left you a voicemail this morning in hopes to talk though the situation. I understand that there is a way to block the trailer up to provide additional clearance. Although this is a feasible option, I personally do not want to alter the trailer to cover up a existing issue.

I would like to discuss what options are available to address the issue and return my trailer to a safe operating condition. If you require additional photos or even a certified weight ticket to show the current load I can provide as required.

I look forward to talking to you and finding a solution to this issue.

V/r

Jared

Rcvd voicemail and email from customer saying the unit has "dropped back down and is sagging 1/2" on same side again".

Entered On: 8/4/2014

Entered By: CHOLLOWELL

Good afternoon Chris,

Our technician has finished this job (Axles replacement) but he used over two hours, total time was 3.00 hours, can you please review this pre-authorization WEB1271034 and adjust this time?

We really appreciate your help with this particular case.

Thanks,

Diana P. Buitrago

VIN

4X4TRLG29E

Entered On: 7/30/2014

Entered By: jdreier

Claim :: Line:A :: Complaint:Customer States: Curbside axle is saging 1/2 clearance between tire and fender well :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:4.00 :: Hrs Auth:2.00 :: Note:

VIN

4X4TRLG29E

Entered On: 7/29/2014

Entered By: CHOLLOWELL

Dexter is supplying axles at no cost and shipping but not covering labor. Dexter says good faith provision of axles not warranty. So warranty coverage dependant upon receiving bad axles back to test. Dexter says labor should be 1.0 per axle @ \$120.00/ hr. Arbogast dealership says the rubber bushings were at fault. Willing to goodwill cover the 2.0 labor for installing axles. Blue Dog dealership will be installing the axles.

Entered On: 7/14/2014

Entered By: CHOLLOWELL

Dealer called to question specs for axles because unit is rubbing the foor on the tires. Unit is not part of recall campaign. Gave them information about riser kit available in parts department.

VIN

4X4TRLG29E [REDACTED]

Entered On: 4/29/2014

Entered By: System

<p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p>

DEALER CENTRAL FOREST RIVER

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Unit Information (Hide Details...)

[View VIN Notes*****](#) [View Retail Notes*****](#) [Add Retail Note](#)

VIN	OEM VIN	Serial
4X4TRLG29E [REDACTED]		RL1852659
Make	Model	Model Year
ROCKWOOD LITE WEIGHT TR	RLT8312SS	2014
Company	Model Description	
FR	ROCKWOOD LITE WEIGHT TRAILERS	

Dealer Information (Hide Details...)

[Show More...](#)

Dealer	Dealer Name	
0005073	ARBOGAST RV DEPOT	
Invoice No	Invoice Date	Dealer on Lot Date
INV1995103	3/7/2013	1/1/1900

Retail Customer Information (Hide Details...)

[Show More...](#)

Sold By Dealer:	0005073
Sold Date:	04/18/2013
D.O.P Mileage:	0
Retail Owner Name (First\Last):	[REDACTED]
Retail Owner Spouse (First\Last):	[REDACTED]
Address:	6407 73rd stct w
Country:	United States
City\State\Zip:	Lakewood Washington [REDACTED]
Phone:	[REDACTED]
Email:	[REDACTED]
Rental:	<input type="checkbox"/>
Extended Warranty Note:	[REDACTED]
<input checked="" type="checkbox"/> Extended Warranty	Date Expires: 01/01/1900
<input type="checkbox"/> Optional Paid 2nd Year Extended Warranty	Date Expires: 01/01/1900
All Warranty Expires Date:	4/18/2014
<input checked="" type="checkbox"/> New Retail Registration	Date Added: 4/19/2013 2:03:27 PM
<input type="checkbox"/> Retail Registration Edited	Date Edited: 1/1/1900
<input checked="" type="checkbox"/> Sent to CoachNet	

