

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

VIN	Date	User	
4X4TFLF23D1	10/12/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TFLF23D	06/17/14	CHOLLOWELL	Single Note Report
<p>Customer called to state that repair dealership service dept has used duct tape to repair inside the wheel well. He is not happy and I've sent him back to dealership for them to rework the repair.</p>			
4X4TFLF23D	06/17/14	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line:B :: Complaint:Customer States:Fenderwells damaged from tires rubbing-used darco tape to repair all 4 areas where rubbed-2 hours per call with Fred today--Toby 402-466-8581 :: Repair Code:2C-021100 :: Description:Reseal Wheel Well :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:</p>			
4X4TFLF23D	06/16/14	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States:customer came to us to have Recall 13V554 done-needed to add axle spacers-ordered kit-jacked up trailer-removed wheels-we then went to install and found out we had wrong kit-put back together and ordered correct kit-look apart again-found :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs: 1.00 :: Req Hrs:6.50 :: Hrs Auth:2.50 :: Note:Talked to dealer</p>			
4X4TFLF23D	06/11/14	CHOLLOWELL	Single Note Report
<p>Goodwill one-time authorization to replace the day/night shade and interior light lens above slide out.</p>			
4X4TFLF23D	01/15/14	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>			
4X4TFLF23D1	08/23/13	SMCGEE	Single Note Report
<p>Sheila, Retail called this AM, wants to get 3 three things repaired. #1. The paint is peeling off the rear bumper. #2. A d/n shade, string broke and #3. A light lens fell off a ceiling light landed on the top of the slide out, when he open the room it crushed the lens. He said he cannot get the trailer into a dealer before the warranty expiration date, but will shortly after.</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1848955	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WTBSK	In Service Date 04/15/14	Date Repairs Completed 06/13/14	Authorization #	Mileage 0
Batch ID# M-66093	VIN # 4X4TFLF23D1 [REDACTED]	D.O.P. 08/30/12	Warranty Expires 08/30/13	WRO Claim # [REDACTED]	Claim Rcvd 06/17/14	Requested Amt. \$562.50	Stock Unit No

Servicing Dealer: Dealer # 0009669 LbrRt: \$125.00 KNSMITH 06/27/14	LEACH CAMPER SALES OF L 2727 CORNHUSKER HWY. LINCOLN NE 68504 STATES	Toby Bowman Phone: (402) 466-8581 Fax: (402) 466-9455	[REDACTED] COLUMBUS NE [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
20-021100	Reseal Wheel Well		\$0.00	2.00	\$250.00	\$250.00
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.50	\$312.50	\$312.50
Summary for Claim (2 detail records)			\$0.00	4.50	\$562.50	\$562.50

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dealer order wheel well part 10-11973A

Claim: [REDACTED] Line:A :: Complaint:Customer States:PERFORMED AXLE RECALL 2/3, CUSTOMER HAS RETURNED NOW FOR THE REPLACEMENT OF DAMAGED WHEEL WELLS FROM TIRES RUBBING. TIRES WORE THROUGH THE MEMBRANE EXPOSING FLOOR. PER FRED YODER SUBMIT FOR REPLACEMENT. R/R TIRES ON BOTH SIDES, R/R INNER F :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:3.00 :: Hrs Auth:3.00 :: Note:PER FRED YODER

customer called had the lift kit put on his unit tires were hitting the top of the fender wells going back to dealer to repair fender well.

Claim: [REDACTED] Line:A :: Complaint:Customer States:INSPECTED CAMPER FOR AXLE RISER RECALL. FOUND DEFECTIVE. INSTALL DEXTER AXLE RISERS :: 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:

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

Claim: [REDACTED] Line:A :: Complaint:Customer States:SEVERAL SCRATCHES ACROSS REAR BUMPER. NOTED AT DELIVERY. TAPE OFF CAMPER, LIGHTLY SAND SCRATCHES, REPAINT BUMPER COMPLETE AND CLEAN :: Repair Code:10-009600 :: Description:Repaint Bumper :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

Claim: [REDACTED] Line:F :: Complaint:Customer States:TWO EXT. COMPARTMENT DOORS WILL NOT LATCH OR LOCK. TWO EXT. COMP. DOORS, LOCKS AND LATCHES ARE OUT OF ALIGNMENT. RE-ALIGNED TWO EXT. COMP. DOORS, LOCKS AND LATCHES SO THE DOORS WILL OPEN, CLOSE, LATCH AND LOCK AS DESIGNED :: Repair Code:20-017000 :: Description:Adjust Compartment Door Lock :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:

Claim: [REDACTED] :: Line:G :: Complaint:Customer States:WATER PUMP IS NOT RUNNING. DIAG AND TROUBLESHOOT 12 VOLT AND FOUND NO GROUND WIRE HOOKED UP TO THE WATER PUMP. RAN GROUND WIRE TO WATER PUMP SO IT WOULD RUN AND TESTED GOOD :: Repair Code:40-005600 :: Description:Repair 12 Volt Wiring, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

APPROVE

REPAIR

SHOW TO CUSTOMER

Claim: [REDACTED] :: Line:B :: Complaint:Customer States:SCRATCH ON STOVE TOP BIFOLD COVER. NOTED AT DELIVERY. BUFF SCRATCH, TOUCH UP WITH BLACK PAINT AND POLISH*****NO PARTS, REPAIRED :: Repair Code:70-034725 :: Description:R/R Suburban Bi-Fold Cover (pictures) :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:

APPROVE

REPAIR

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1849510	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 03/10/14	Date Repairs Completed 04/24/14	Authorization #	Mileage 0
Batch ID# M-64639	VIN # 4X4TFLF23D1 [REDACTED]	D.O.P. 04/25/13	Warranty Expires 04/25/14	WRO Claim # [REDACTED]	Claim Rcvd 04/24/14	Requested Amt. \$386.71	Stock Unit No

Servicing Dealer: **TOM JOHNSON CAMPING CE**
 Dealer # 0002565
 LbrRt: \$112.00
 KNSMITH 05/02/14
6700 BRUTON SMITH BLVD
CONCORD NC 28027
STATES
 Ann McCreight
 Phone: (704) 455-1440
 Fax: (704) 455-1431
SALISBURY NC
[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
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$50.71	3.00	\$336.00	\$386.71
Summary for Claim (1 detail record)			\$50.71	3.00	\$336.00	\$386.71

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ENCLOSURE 4

VIN	Date	User	
4X4TFLF23D1	03/14/14	kmasher	Single Note Report
<p>Claim: : Line: B :: Complaint: Customer States: repair darco damaged by tire hitting underbelly due to axle issue from 13V554 :: Repair Code: 10-009400 :: Description: Repair Polymax Underbelly, if more than 0.30 :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 1.00 :: Hrs Auth: 1.00 :: Note:</p>			
4X4TFLF23D1	03/11/14	cholfowell	Single Note Report
<p>Claim: : Line: A :: Complaint: Customer States: recall on axles #13V554 :: Repair Code: 20 :: 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: excessive time for repair. Claim Darco repair on separate claim line as independent repair</p>			
4X4TFLF23D1	02/06/14	RBEILER	Single Note Report
<p>D/S: CUSTOMER IS UNHAPPY THAT UNIT SITS HIGHER AFTER RISER KIT WAS INSTALLED DUE TO RECALL. CUSTOMER WILL MOST LIKELY BEING CALLING US.</p>			
4X4TFLF23D1	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>			
4X4TFLF23D1	12/31/13	kmyers	Single Note Report
<p>Claim: : Line: A :: Complaint: Customer States: tongue jack stalls often when using :: Repair Code: 10-003675 :: Description: R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.50 :: Hrs Auth: 0.50 :: Note:</p>			
4X4TFLF23D1	03/28/13	smcgee	Single Note Report
<p>Claim: : Line: A :: Complaint: Customer States: BATHROOM SINK HAS LOW PRESSURE :: Repair Code: 60-008100 :: Description: R/R Aerator :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.10 :: Hrs Auth: 0.10 :: Note:</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits I [REDACTED]	Forest River Serial # FL1850639	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 12/30/13	Date Repairs Completed 01/31/14	Authorization #	Mileage 0
Batch ID# M-63834	VIN # 4X4TFLF23D [REDACTED]	D.O.P. 01/26/13	Warranty Expires 01/26/14	WRO Claim # [REDACTED]	Claim Rcvd 03/14/14	Requested Amt. \$375.00	Stock Unit No

Servicing Dealer: Dealer # 0007450 LbrRt: \$125.00 KNSMITH 03/31/14				LEISURE TIME RV 4901 S ANDERSON ROAD OKLAHOMA CITY OK 73150-3804 STATES				Jay Morrison Phone: (405) 741-9300 Fax: (405) 733-4177 MOORE OK [REDACTED] US		WARRANTY REPAIR CLAIM FORM	
						Claim Num	[REDACTED]				
						Dealer RO	[REDACTED]				

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-009400	Repair Polymax Underbelly, if more than 0.30		\$0.00	1.00	\$125.00	\$125.00
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$250.00	\$250.00
Summary for Claim (2 detail records)			\$0.00	3.00	\$375.00	\$375.00

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VIN	Date	User	
4X4TFLF23D [REDACTED]	09/19/13	dfought	Single Note Report
Claim: [REDACTED] : Line:A :: Complaint:Customer States:TIRES RUBBING ON UNDERSIDE OF UNDER BELLY CONTACTED FACTORY WAS TOLD TO INSTALL SPACER KIT FOR AXLE FACTORY SHIPPED DEXTER SPACER KIT :: 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:Bob FROM RV TRAVEL WORLD has shipped this unit with Dexter Spacer Kit.			
4X4TFLF23D [REDACTED]	09/18/13	dfought	Single Note Report
Claim: [REDACTED] : Line:A :: Complaint:Customer States:TIRES RUBBING ON UNDERSIDE OF UNDER BELLY CONTACTED FACTORY WAS TOLD TO INSTALL SPACER KIT FOR AXLE FACTORY SHIPPED DEXTER SPACER KIT :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Under Review :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:Code Requirers Pics.			
4X4TFLF23D [REDACTED]	07/29/13	KMYERS	Single Note Report
PLEASE SEND OUT A DEXTER LIFT KIT AT NO CHANGE TO RV TRAVEL WORLD DEALER # 0010017			
4X4TFLF23D [REDACTED]	07/29/13	KMYERS	Single Note Report
Repair authorization with Auth N [REDACTED] for 2.00 hours was issued to dealer:0010017 <input type="checkbox"/> Dealer States: INSTALL LIFT KIT <input type="checkbox"/> Internal Note:			
4X4TFLF2 [REDACTED]	07/29/13	KMYERS	Single Note Report
BOB CALLES FROM THE DRALER THE TRRS ARE RUBBING WHEEL WELL. SENDING OUT LIFT KIT. AND A AUTH FOR 2 HRS			
4X4TFLF23 [REDACTED]	06/25/13	km Myers	Single Note Report
Claim: [REDACTED] : Line:C :: Complaint:Customer States:TV NOT SAME ONE MOUNTING IN DIFFERENT SPOT ON TV MUST REPOSITION TV WALL BRACKET AND REPAIR HOLES IN WALL PANEL :: Repair Code:70-000070 :: Description:Repair TV Swing Bracket :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:EXCESSINE TIME			
4X4TFLF23 [REDACTED]	05/28/13	dfought	Single Note Report
Claim: [REDACTED] : Line:B :: Complaint:Customer States: SLIDEOUT FASCIA DAMAGED BY BATHROOM DOOR HANDLE BEDROOM SLIDEOUT CAUGHT DOORHANDLE ADJUST SLIDE MECHANISM REPLACE REPLACED FASCIA AND DOOR HANDLE :: Repair Code:10-012800 :: Description:Adjust Slide Out Room, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:3.00 :: Hrs Auth:3.00 :: Note:			
4X4TFLF23D [REDACTED]	05/28/13	smcgee	Single Note Report

Claim: [REDACTED] : Line:A :: Complaint:Customer States: CENTER ISLAND
COUNTERTOP CRACKING AT AREA BEHIND SINK HAIRLINE CRACK R/R
COUNTERTOP R/I SINK AND MOVE SUPPORTS FROM ONE COUNTERTOP TO NEW
COUNTERTOP AND SEAL R/I FAUCET :: Repair Code:30-013000 :: Description:R/R Galley
Counter Top (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:3.50 :: Hrs
Auth:3.50 :: Note:

4X4TFLF23D

05/28/13

smcgee

Single Note Report

Claim: [REDACTED] : Line:A :: Complaint:Customer States: TELEVISION WILL NOT
PROGRAM CHANNELS JUST SEARCHES CHANNELS FOUND BAD COAX CONNECTION
AT TELEVISION LEAD IN R/R :: Repair Code:70-004736 :: Description:R/R 32" Toshiba TV
:: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.50 :: Hrs Auth:0.30 :: Note:

4X4TFLF23D

12/14/12

saldener

Single Note Report

Claim: [REDACTED] : Line:A :: Complaint:Dealer States: MULTIPLE DECALS DAMAGED DS
FRONT R/R 2 DECALS :: Repair Code:20-004600 :: Description:R/R Die Cut, Top or Main
Stripe, if more than 0.30 (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.25 ::
Hrs Auth:0.60 :: Note:

4X4TFLF23D

12/14/12

saldener

Single Note Report

Claim: [REDACTED] : Line:B :: Complaint:Dealer States: TIRE HAD FLAT ON WAY TO
DEALER DAMAGED TIRE R/R :: Repair Code:10-002010 :: Description:R/R Tire (Includes
Rim/Wheel) (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs
Auth:0.30 :: Note:

4X4TFLF23D

12/14/12

saldener

Single Note Report

Claim: [REDACTED] : Line:C :: Complaint:Dealer States: PS FRONT TWO DECALS HAVE
CHIPS IN DECAL R/R :: Repair Code:20-004600 :: Description:R/R Die Cut, Top or Main
Stripe, if more than 0.30 (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.25 ::
Hrs Auth:0.60 :: Note:Flat Rate is .3 per decal

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
I [REDACTED]	FL1850804	FLAGSTAFF LITE WEIGHT	WFLT30WIKSS	09/16/13	09/17/13		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-59848	4X4TFLF23D [REDACTED]	03/16/13	03/16/14	[REDACTED]	09/19/13	\$250.00	No

Servicing Dealer: Dealer # 0010017 LibRt: \$125.00 MABURNS 10/04/13	RV TRAVEL WORLD OF SAC 5650 66TH AVE SACRAMENTO CA 95823 STATES	Warranty [REDACTED] Phone: (916) 392-1872 Fax: (916) 392-1880	[REDACTED] SACRAMENTO 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
10-000100	R/R Axle Assembly, each, complete (pictures)		\$0.00	2.00	\$250.00	\$250.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$250.00	\$250.00

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ENCLOSURE 4

VIN	Date	User	
4X4TFLF23D	04/03/14	kmosher	Single Note Report
Claim: WEB1 : Line: A : Complaint: LIVING ROOM CARPET UN-RAVELING AT INBOARD EDGE. NEED TO REPAIR CARPET. : Repair Code: : Description: Repair/Re-Stretch Carpet (pictures), if more than 0.5 : Auth Status: Denied : Req Amt: 295.75 : Amt Auth: 0.00 : Note: Customer is going to try to do this himself.			
4X4TFLF23D	04/01/14	kmosher	Single Note Report
Claim: : Line: A : Complaint: LIVING ROOM CARPET UN-RAVELING AT INBOARD EDGE. NEED TO REPAIR CARPET. : Repair Code: : Description: Repair/Re-Stretch Carpet (pictures), if more than 0.5 : Auth Status: Approved : Req Amt: 295.75 : Amt Auth: 295.75 : Note:			
4X4TFLF23D	02/20/14	kmosher	Single Note Report
Claim: : Line: C : Complaint: Customers wheel well liners were eat up prior to recall being put out for riser kit to be installed. Need 4hrs to replace wheel well liners on both sides of coach, will have to pull all tires for repair to be made. SEE PICS! : Repair Code: 20-021000 : Description: R/R Wheel Well : Auth Status: Approved : FR Hrs: 0.70 : Req Hrs: 4.00 : Hrs Auth: 1.40 : Note: Flat rate time includes time to remove tire 0.7 given for each wheel well.			
4X4TFLF23D1	01/23/14	kmyers	Single Note Report
Claim: : Line: B : Complaint: Recall Campaign# 13V554 - No adequate clearance between the tire & the bottom of the floor at full GVWR. Need to install riser kit as per instructions to both Dexter axles & test. : 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:			
4X4TFLF23D1	01/22/14	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			
4X4TFLF23D1	01/07/14	kmyers	Single Note Report
Claim: : Line: A : Complaint: TONGUE JACK INOP. POWER BEING SUPPLIED, NONE COMING OUT. NEED TO REPLACE TONGUE JACK. : Repair Code: 10-003675 : Description: R/R HH-3500 Powered Tongue Jack (picture Canada only) : Auth Status: Approved : FR Hrs: 0.50 : Req Hrs: 0.50 : Hrs Auth: 0.50 : Note:			
4X4TFLF23D1	12/05/13	MAKINS	Single Note Report
retail had two tire bow out. Didnt get pics, and lions head would not help them. I called lions head and asked if they would help. Lions head said no. i am going to give the retail one time 70 dollars towards the tires he had bought to replace. 4 tires at 70 dollars. One time. and i asked for recites to be emailed to me before i would proceed with anything tho..			
4X4TFLF23D1	09/10/13	RMAY	Single Note Report

VIN	Date	User	
4X4TFLF23D	04/03/14	kmosher	Single Note Report
<p>Claim: : Line:A :: Complaint:LIVING ROOM CARPET UN-RAVELING AT INBOARD EDGE. NEED TO REPAIR CARPET. :: Repair Code: :: Description:Repair/Re-Stretch Carpet (pictures), if more than 0.5 :: Auth Status:Denied :: Req Amt:295.75 :: Amt Auth:0.00 :: Note:Customer is going to try to do this himself.</p>			
4X4TFLF23D	04/01/14	kmosher	Single Note Report
<p>Claim: : Line:A :: Complaint:LIVING ROOM CARPET UN-RAVELING AT INBOARD EDGE. NEED TO REPAIR CARPET. :: Repair Code: :: Description:Repair/Re-Stretch Carpet (pictures), if more than 0.5 :: Auth Status:Approved :: Req Amt:295.75 :: Amt Auth:295.75 :: Note:</p>			
4X4TFLF23D1851728	02/20/14	kmosher	Single Note Report
<p>Claim: : Line:C :: Complaint:Customers wheel well liners were eat up prior to recall being put out for riser kit to be installed. Need 4hrs to replace wheel well liners on both sides of coach, will have to pull all tires for repair to be made. SEE PICS! :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:4.00 :: Hrs Auth:1.40 :: Note:Flat rate time includes time to remove tire 0.7 given for each wheel well.</p>			
4X4TFLF23D	01/23/14	kmyers	Single Note Report
<p>Claim: : Line:B :: Complaint:Recall Campaign# 13V554 - No adequate clearance between the tire & the bottom of the floor at full GVWR. Need to install riser kit as per instructions to both Dexter axles & test. :: 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:</p>			
4X4TFLF23D	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>			
4X4TFLF23D	01/07/14	kmyers	Single Note Report
<p>Claim: : Line:A :: Complaint:TONGUE JACK INOP. POWER BEING SUPPLIED, NONE COMING OUT. NEED TO REPLACE TONGUE JACK. :: Repair Code:10-003675 :: Description:R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:</p>			
4X4TFLF23D	12/05/13	MAKINS	Single Note Report
<p>retail had two tire bow out. Didnt get pics, and lions head would not help them. I called lions head and asked if they would help. Lions head said no. i am going to give the retail one time 70 dollars towards the tires he had bought to replace. 4 tires at 70 dollars. One time and i asked for recites to be emailed to me before i would proceed with anything tho..</p>			
4X4TFLF23D	09/10/13	RMAY	Single Note Report

REMOVED FROM REPAIR SCHEDULE PER KEVIN.

4X4TFLF23D1

05/23/13 RMAY

Single Note Report

EMAILED SURF TO DEALER. BRING BACK FIRST AVAILABLE TO AVOID BUY BACK.

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1851726	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 01/03/14	Date Repairs Completed 03/27/14	Authorization #	Mileage 0
Batch ID# M-63991	VIN # 4X4TFLF23D [REDACTED]	D.O.P. 03/28/13	Warranty Expires 03/28/14	WRO Claim # [REDACTED]	Claim Rcvd 03/28/14	Requested Amt. \$680.93	Stock Unit No

Servicing Dealer: CARPENTERS CAMPERS INC
 Dealer # 0039143
 LbrRt: \$109.00
 KNSMITH 04/07/14
 PENSACOLA FL 32534 STATES
 Tilina Brown
 Phone: (850) 477-6666
 Fax: (850) 477-2803
 Milton FL 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
20-021000	R/R Wheel Well		\$46.33	1.40	\$152.60	\$198.93
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.98	2.00	\$218.00	\$218.98
10-003675	R/R HH-3500 Powered Tongue Jack (picture Canada)		\$208.52	0.50	\$54.50	\$263.02
Summary for Claim (3 detail records)			\$255.83	3.90	\$425.10	\$680.93

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Chassis "VIN" Notes

4X4TFLF24D [REDACTED]

Date	User	NHTSA Note Type	Tread Code	Note
04/09/12	DFOUGHT	Unknown	Unknown	Pics on file of damaged radius on rear wall, looking at possibly using the trim tape to cover it.
07/20/12	Dschacht	Unknown	Unknown	Claim [REDACTED] Line:B :: Complaint:Dealer States:AT DELIVERY, FOUND HOLE PUNCHED IN BACK WALL JUST BELOW RADIUS; FILLED HOLE AND INSTALLED SEAM TAPE TO COVER PER D.FOUGHT. :: Repair Code:30-016600 :: Description:Repair Wall Panel (pictures), if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:FUTURE CLAIMS NEED TO BE SUBMITTED WITHIN 60 DAYS FROM DATE OF REPAIR COMPLETION
01/14/14	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.
08/26/14	FYODER	Unknown	Unknown	2nd owner called for lift kit.
08/27/14	FYODER	Unknown	Unknown	Customer going to dealer to put in lift kit and do repairs from tire blowout.
10/06/14	FYODER	Unknown	Unknown	calling customer and getting a nother estimate on the repairs on his unit.
10/27/14	MAKINS	Unknown	Unknown	TALK TO DEALER ON ESTAMATE . WE AGREED TO 2300. FOR LABOR. THAT INCLUDES DOING THE LIFT AND FIXING ALL THE DAMAGE THAT HAPPED.
12/12/14	jdreier	Unknown	Unknown	Claim [REDACTED] Line:B :: Complaint:Customer States: BLOW OUT DAMAGE DUE TO RECALL. UNDERBELLY DAMAGED, DAMAGED DRAIN LINES, CLOGGED LINES AND FENDER SKIRT DAMAGED. :: Repair Code:10-009500 :: Description:Repair/Replace Enclosed Underbelly Panel(s) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:19.60 :: Hrs Auth:19.20 :: Note:per Mark Akins
12/12/14	jdreier	Unknown	Unknown	Claim [REDACTED] Line:A :: Complaint:Customer States: PERFORM RECALL NHTSA CAMPAIGN # 13V554 PART IS IN TRAILER. THIS HAS BEEN APPROVED BY FRED YODER :: Repair Code:10-000500 :: Description:R/R Inner Wheel Bearing, each (pictures of bearing & axle tag) :: Auth Status:Denied :: FR Hrs:0.50 :: Req Hrs:6.00 :: Hrs Auth:0.00 :: Note:Already paid on line A
12/16/14	fyoder	Unknown	Unknown	Claim [REDACTED] Line:A :: Complaint:Customer States: PERFORM RECALL NHTSA CAMPAIGN # 13V554 PART IS IN TRAILER. THIS HAS BEEN APPROVED BY FRED YODER :: Repair Code:10-000500 :: Description:R/R Inner Wheel Bearing, each (pictures of bearing & axle tag) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:6.00 :: Hrs Auth:4.50 :: Note:Talked to dealer

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VIN	Date	User	
4X4TFLF24D [REDACTED]	07/30/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TFLF24D [REDACTED]	03/20/14	chollowell	Single Note Report
<p>Claim: [REDACTED] Line: C :: Complaint: Customer States: Screws sticking up through the floor damaged the slide-out floor and carpet in the bedroom slide-out. :: Repair Code: 30-019200 :: Description: Repair Sub-Floor or Squeaks (pictures), if more than .30 :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 8.00 :: Hrs Auth: 8.00 :: Note:</p>			
4X4TFLF24D [REDACTED]	03/19/14	kmosher	Single Note Report
<p>Claim: [REDACTED] Line: C :: Complaint: Customer States: Screws sticking up through the floor damaged the slide-out floor and carpet in the bedroom slide-out. :: Repair Code: 30-019200 :: Description: Repair Sub-Floor or Squeaks (pictures), if more than .30 :: Auth Status: Under Review :: FR Hrs: 0.00 :: Req Hrs: 8.00 :: Hrs Auth: 0.00 :: Note: Please contact a warranty rep directly for this repair Roger 574-642-8931 Chris 574-642-8943</p>			
4X4TFLF24D [REDACTED]	03/19/14	fyoder	Single Note Report
<p>Claim: [REDACTED] Line: D :: Complaint: Customer States: Carpet is damaged in bedroom slide-out due to screws sticking up through the floor. :: Repair Code: 30-018200 :: Description: R/R Carpet (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 1.00 :: Hrs Auth: 1.00 :: Note:</p>			
4X4TFLF24D [REDACTED]	02/20/14	MAKINS	Single Note Report
<p>at no coast im going to give the 2yr optional yr warranty.</p>			
4X4TFLF24D [REDACTED]	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>			
4X4TFLF24D [REDACTED]	01/10/14	kmyers	Single Note Report
<p>Claim: [REDACTED] Line: C :: Complaint: Customer States: We received bumper and my tech is needing additional time Cause: Bumper Correction: Necessary to use torch to cut old bumper off, grind and cut away metal, weld new bumper on and apply paint :: Repair Code: 10-009700 :: Description: R/R Bumper, welded :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note: AFRER</p>			
4X4TFLF24D [REDACTED]	01/10/14	KMYERS	Single Note Report

DEALER CALLED THE NEW BUBPER DIDNOT COME WITH THE BRACKETS NEEDED TO INSTALL THE NEW BRACKETS TO THE BUMPER AND WELDED IT TO THE FRAME

4X4TFLF24D [REDACTED] 01/08/14 kmyers Single Note Report

Claim: [REDACTED] :: Line:C :: Complaint:Customer States: We received bumper and my tech is needing additional time
Cause: Bumper
Correction: Necessary to use torch to cut old bumper off, grind and cut away metal, weld new bumper on and apply paint :: Repair Code:10-009700 :: Description:R/R Bumper, welded :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:0.50 :: Note:one hr total

4X4TFLF24D [REDACTED] 11/09/13 FYODER Single Note Report

Claim: [REDACTED] :: Line:B :: Complaint:Customer States: THAT REAR BUMPER IS AT AN ANGLE
CAUSE: BENT DOWN
CORRECTION: NECESSARY TO REMOVE AND REPLACE REAR BUMPER :: Repair Code:10-009800 :: Description:R/R Bumper, bolt on :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.60 :: Hrs Auth:0.50 :: Note:

4X4TFLF24 [REDACTED] 11/08/13 fyoder Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Customer States: CST STATES THAT DOOR LATCH ON REAR ENRY DOOR DOES NOT LOCK WITH KEY
CAUSE: COMPT FAILURE
CORRECTION: NECESSARY TO REMOVE AND REPLACE DOOR LATCH :: Repair Code:20-012800 :: Description:R/R Entry Door Lock (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.40 :: Hrs Auth:0.30 :: Note:

4X4TFLF24D [REDACTED] 10/28/13 kmyers Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States: Rear slide on O/D/S has gauges on the under side floor
Cause: Staples poking out of carpet under bed
Correction: Necessary to remove bed, remove drawers under bed, remove staples from carpet, reinstall drawers, reinstall bed, apply fill :: Repair Code:30-019200 :: Description:Repair Sub-Floor or Squeaks (pictures), if more than .30 :: Auth Status:Approved

4X4TFLF24 [REDACTED] 10/25/13 FYODER Single Note Report

Claim:WEB [REDACTED] Line:C :: Complaint:Customer States: Tires are rubbing at top of fender well
Cause: Torque bar hyper extended
Correction: Necessary to remove tires x 4, remove brakes, remove wiring , remove and replace axles, reinstall brakes wiring and wheels :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR

4X4TFLF24D1 [REDACTED] 10/24/13 fyoder Single Note Report

Claim:WEB [REDACTED] :: Line:B :: Complaint:Customer States: Tongue jack doe snot work some times
Cause: Twist tie causing bad grounds
Correction: Necessary to remove jack, remove twist tie, install stat washers, reinstall jack and test :: Repair Code:10-003675 :: Description:R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.60 :: Hrs Auth:0.50 ::

4X4TFLF24D [REDACTED] 10/24/13 fyoder Single Note Report

Claim: [REDACTED] Line:B :: Complaint:Customer States: Tongue jack doe snot work some times
Cause: Twist tie causing bad grounds
Correction: Necessary to remove jack, remove twist tie, install stat washers, reinstall jack and test :: Repair Code:10-003675 :: Description:R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.60 :: Hrs Auth:0.50 ::

4X4TFLF24 [REDACTED] 10/24/13 fyoder Single Note Report

4X4TFLF24D	10/24/13	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: Tongue jack doe snot work some times Cause: Twist tie causing bad grounds Correction: Necessary to remove jack, remove twist tie, install stat washers, reinstall jack and test :: Repair Code: 10-003675 :: Description: R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.60 :: Hrs Auth: 0.50 ::</p>			
4X4TFLF24D1	10/24/13	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: Tongue jack doe snot work some times Cause: Twist tie causing bad grounds Correction: Necessary to remove jack, remove twist tie, install stat washers, reinstall jack and test :: Repair Code: 10-003675 :: Description: R/R HH-3500 Powered Tongue Jack (picture Canada only) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.60 :: Hrs Auth: 0.50 ::</p>			
4X4TFLF24D	02/05/13	Dschacht	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Customer States: We replaced front window did not know that rock guard was attached, now need decal for roc guard Cause: Decal Correction: Necessary to order and install decal on rock guard :: Repair Code: 20-002500 :: Description: R/R Die Cut, Top or Main Stripe, if more than 0.30 (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 1.00 :: Hrs Auth: 0.50 :: Note: 1.0 is excessive time.</p>			
4X4TFLF24D	01/25/13	dfought	Single Note Report
<p>Claim: WEB047376 : Line: D :: Complaint: Customer States: Cst states that rear toilet valve leaks Cause: Leaks Correction: Necessary to remove valve and install new one and leak test :: Repair Code: 60-020110 :: Description: R/R Dometic/Sealand Toilet Water Valve :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.60 :: Hrs Auth: 0.50 :: Note:</p>			
4X4TFLF24D18	01/14/13	DFOUGHT	Single Note Report
<p>Claim: [REDACTED] : Line: C :: Complaint: Customer States: Front electric jack not working properly, does not raise or lower, gears are locked up Cause: Gears locked up Correction: Necessary to remove front electric jack and install new one :: Repair Code: 10-003675 :: Description: R/R HH-3500 Powered Tongue Jack :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.50 :: Hrs Auth: 0.50 :: Note:</p>			
4X4TFLF24D	01/14/13	dfought	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: Left front window has caulking missing inside at countertop Cause: Caulking missing Correction: Necessary to strip all caulking along countertop and re-caulk :: Repair Code: 30-013100 :: Description: Repair Galley Counter Top (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.30 :: Hrs Auth: 0.10 :: Note: TOUCH UP ONLY</p>			
4X4TFLF24D	01/14/13	dfought	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Customer States: That right front wondow has large scratch Cause: Scratch Correction: Necessary to replace right front window, must remove window valance and r tainer ring and remove window and clean surfaces and install butyl tape along window and instal :: Repair Code: 20-018400 :: Description: R/R Window :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 2.50 :: Hrs Auth: 1.50 :: Note: 2.5 IS EXCESSIVE TIME FOR THIS REPAIR.</p>			
4X4TFLF24D	12/20/12	DFOUGHT	Single Note Report

Claim: [REDACTED] : Line:E :: Complaint:Dealer States: Light over dining table will not come on Cause: No power to light fixture Correction: Necessary to pull fixture, pull panel box, locate wires going to light, follow wire find bad connection, reconnect and test, reinstall all the removed ab :: Repair Code:40-005600 :: Description:Repair 12 Volt Wiring, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.20 :: Hrs Auth:0.50 :: Note:THIS POWER COMES DIRECTLY FROM THE OVERHEAD LIGHT ABOVE THE

4X4TFLF24D

12/20/12

DFOUGHT

Single Note Report

Claim: [REDACTED] : Line:B :: Complaint:Dealer States: Excess putty on exterior of unit on several areas Cause: Mfg Correction: Necessary to remove access putty and reseal where needed on exterior areas :: Repair Code:20-002300 :: Description:Reseal Front Moldings, each :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:EXCESSIVE TIME

4X4TFLF24D1

12/20/12

DFOUGHT

Single Note Report

Claim: [REDACTED] : Line:A :: Complaint:Dealer States: Missing bolts in entry stairs to frame Cause: Missing bolts Correction: Necessary to pull underbelly to access frame, drill holes in frame, install bolts and reseal underbelly :: Repair Code:10-006750 :: Description:REPAIR Entry Step / Weld :: Auth Status:Denied :: FR Hrs:0.25 :: Req Hrs:0.80 :: Hrs Auth:0.00 :: Note:WE DON'T USE THESE BOTTOM HOLES IT WOULD ONLY HIT THE SKIRTING

4X4TFLF24D

12/20/12

saiderfer

Single Note Report

Claim: [REDACTED] : Line:C :: Complaint:Dealer States: Debrree in shut/ off valve Cause: Debrree from tank install Correction: Necessary to drain water from tanks, test to locate debrree, remove and fill tanks and test for proper operation :: Repair Code:60-003900 :: Description:Repair Termination Valve Assembly, if more than 0.3 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.30 :: Note:

4X4TFLF24D

12/20/12

saiderfer

Single Note Report

Claim: [REDACTED] : Line:D :: Complaint:Dealer States: Water leak at water pump, pump coming on and off Cause: Mfg install Correction: Necessary to access plumbing, locate leak and tighten all water fittings and test :: Repair Code:60-000311 :: Description:Repair Water Supply Line (Water Pump, Pressure Side)(SEE NOTE CODE) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.20 :: Note:

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]	FL1850827	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	10/23/13	11/25/13		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit No
M-61727	4X4TFLF24D [REDACTED]	12/24/12	12/24/13	[REDACTED]	11/25/13	\$1,214.81	No

Servicing Dealer: EXPLORE USA RV - MESQUI
 Dealer # 0033538
 LbrRt: \$119.00
 MABURNS 12/27/13
 PLANO TX 75093 STATES

Wyndi James
 Phone: [REDACTED]
 Fax: [REDACTED]
 FORNEY TX 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
10-000100	R/R Axle Assembly, each, complete (pictures)		\$776.81	2.00	\$218.00	\$994.81
10-003675	R/R HH-3500 Powered Tongue Jack (picture Canada		\$0.00	0.50	\$54.50	\$54.50
30-019200	Repair Sub-Floor or Squeaks (pictures), if more than .		\$2.00	1.50	\$163.50	\$165.50
Summary for Claim (3 detail records)			\$778.81	4.00	\$436.00	\$1,214.81

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VIN	Date	User	
4X4TFLF24D1	06/16/14	GHOLLOWELL	Single Note Report
<p>Called 2nd owner back to discuss the clearance inside wheelwells after he spoke with [REDACTED]. Customer is determined to get Gvmt recall campaign for his camper. Customer has 1" clearance all the way around the unit inside wheel wells. Claims to have a letter from someone in FR corporate engineering quoting 2 1/2" clearance.</p>			
4X4TFLF24D	06/05/14	GHOLLOWELL	Single Note Report
<p>Customer requested information from [REDACTED] about riser kits because he claims having the same low riding issue and production date is about the same as others of the time period. Sicily states customer name is Charles Stone who is not registered as the original owner of the unit.</p>			
4X4TFLF24D1	10/16/13	smogee	Single Note Report
<p>Claim:V [REDACTED] : Line:A :: Complaint:Customer States:PASSENGER SIDE AWNING MOTOR DOESN'T WORK. CUSTOMER STATES THAT MOTOR JUST MAKES CLICKING NOISE :: Repair Code:20-018500 :: Description:Repair Window :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:PICTURES ARE REQUIRED FOR THIS CODE PLEASE RESUBMIT WITH PICTURE</p>			
4X4TFLF24D1	10/14/13	FYODER	Single Note Report
<p>Claim [REDACTED] :: Line:B :: Complaint:Customer States:PRONG ON THE DUMP TUBE CAP BROKE OFF AND WILL NOT STAY ON TUBE :: Repair Code:60-004400 :: Description:R/R Sewer Cap Cover :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.20 :: Hrs Auth:0.10 :: Note:</p>			
4X4TFLF24D	07/17/13	Dschacht	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States: WHEN PLAYING CD IN GENESIS GT-3.0 PLAYER, THE CD PLAYS 2/3 OF FIRST SONG ON THE CD AND THEN GOES TO "LOADING" AND WILL STAY IN "LOADING" STATUS FOR EXCESS OF 15 MINUTES AND NEVER ADVANCE. CUSTOMER REMOVES CD AND REINSTALLS AND IT PLAYS F :: 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:</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

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ENCLOSURE 4

VIN	Date	User	
4X4TFLF25C1 [REDACTED]	04/25/14	chollowell	Single Note Report
<p>Claim: [REDACTED] : Line:B :: Complaint:Customer States: metal damage rom a blow out that the customer was responding to chris hollowell about it being covered.. email.... :: Repair Code:20-005700 :: Description:R/R Metal, Aluminum Siding, each (pictures) :: Auth Status:Approved :: FR Hrs:0.80 :: Req Hrs:4.50 :: Hrs Auth:1.50 :: Note:Picture received shows damage only to radius metal. Excessive time for repair</p>			
4X4TFLF25C1 [REDACTED]	04/25/14	iberjer	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States: axle riser repair... :: 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:</p>			
4X4TFLF25C1 [REDACTED]	04/17/14	CHOLLOWELL	Single Note Report
<p>Customer had blow outs as a result from the clearance issue inside the wheel well. Reimbursing for tires in a check request. Reimbursing for 3 tires = \$225.00</p>			
4X4TFLF25C1 [REDACTED]	01/14/14	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 GWR. 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	Serial	Make	In Service Date	Rep Date	Mileage	Auth #			
	FL1845456	FLAGSTAFF LITE WEIG	04/07/14	04/25/14	0				
Claim #	VIN	View VIN Options	Model	Wty Expires	WRO Claim #	1 Inlnr	Claim Rcvd	Dealer RO	Requested Am
	4X4TFLF25C		FLT30WFKSS	03/09/13	WEB1187203		04/25/14	6007326	\$657.72

Servicing Dealer <input type="checkbox"/> 0007742 Approved Rate \$110.00 01/31/13 05/02/14 KNSMITH	Name AL MAR INC Address DBA KEYSTONE RV CENTER 15799 YOUNG RD City, State GREENCASTLE PA Zip 17225 Country UNITED STATES Phone (717) 597-0939 Fax (717) 597-0639 Parts Pending <input type="checkbox"/> Ret Reg Pending <input type="checkbox"/>	Customer Name Address City, State Dover PA Zip 17315 Country US Phone DOP 03/09/12
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[Open Web Complain Sheet](#) |
 [Open Web Claim Sheet](#) |
 [Open Claim Communicatio](#)

Book	Repair Code	FailureCode	Description	Hours	Amount	Material	Auth No	Adj Not
70	10-001826	065	INSTALL Torflex Axle Lift Kit (per axle) (pictures)	2.00	\$220.00	50.00		<input type="checkbox"/>
70	20-030000	088	R/R: R/R Lower Radius Metal (pictures)	1.50	\$165.00	\$272.72		<input type="checkbox"/>
				3.50	\$385.00	\$272.72	Claim Totals: \$657.72	

Save	Charge Backs	All Entries	VIN Notes	Claim Note	Print	Finalize Claim	
Review Previous Claims		PRT	View Images		Close		

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VIN	Date	User	
4X4TFLF25C	03/05/14	kmasher	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States: Tire blowout caused by recall damaged radius metal and wheel well :: Repair Code:20-030000 :: Description:R/R Lower Radius Metal (pictures) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:Time for replacing the metal.</p>			
4X4TFLF25C	03/04/14	grollins	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States: 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:</p>			
4X4TFLF25C	01/22/14	FYODER	Single Note Report
<p>dealer called this unit had damage from blowout told him to repair and put it in a web claim.</p>			
4X4TFLF25C	01/16/14	FYODER	Single Note Report
<p>Customer called has a unit with a recall axle lift kit told him to go to a dealer and have them call me.</p>			
4X4TFLF25C18	01/14/14	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>			
4X4TFLF25C18	12/03/13	KMYERS	Single Note Report
<p>Claim:V [REDACTED] :: Line:C :: Complaint:Customer States:Tire blow out same as line A :: Repair Code:10-002000 :: Description:R/R Tire only (No Rim/Wheel) (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:COURTESY REPAIR</p>			
4X4TFLF25C1	12/03/13	KMYERS	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States:Radius metal damage from blow out :: Repair Code:20-030000 :: Description:R/R Lower Radius Metal (pictures) :: Auth Status:Denied :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:THIS WILL NEED TO GO THROUGH THE RETAIL INSURANCE COMPANY .UNFORTNATELY WE CANNOT HELP WITH TIRE BLOW OUT .</p>			
4X4TFLF25C	12/03/13	makins	Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:Tire blow out :: Repair Code:10-002000 :: Description:R/R Tire only (No Rim/Wheel) (pictures) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:MUST GO THREW LIONSHEAD 574-533-6169

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]	FL1845876	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	01/22/14	02/28/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-63699	4X4TFLF25C1 [REDACTED]	03/15/12	03/15/14	[REDACTED]	03/06/14	\$304.07	No

Servicing Dealer: Dealer # 0009975 LbrRt: \$99.00 KNSMITH 03/25/14	ROOTS RV & SALES INC 1559 WESLEY CHAPEL RD RR3 BOX 160 MITCHELL IN 47446 STATES	NATHAN JENKINS Phone: (812) 279-6737 Fax: (812) 279-6757	[REDACTED] BARDSTOWN KY 4 [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
20-030000	R/R Lower Radius Metal (pictures)		\$51.57	0.50	\$49.50	\$101.07
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$5.00	2.00	\$198.00	\$203.00
Summary for Claim (2 detail records)			\$56.57	2.50	\$247.50	\$304.07

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ENCLOSURE 4

Claim: [REDACTED] :: Line:B :: Complaint:Customer States:NEED TO REPLACE J METAL FROM BLOW OUT :: Repair Code:20-030000 :: Description:R/R Lower Radius Metal (pictures) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:3.50 :: Hrs Auth:1.50 :: Note:I WILL ALLOW 1.50. 3.50 IS EXCESSIVE

Claim: [REDACTED] :: Line:A :: Complaint:Customer States:UNIT WAS IN FOR THE AXLE RECALL, PREVIOUSLY HE WAS IN WITH A BLOWN TIRE AND DAMAGE TO THE UNIT FROM THE BLOWN TIRE. I SUBMITTED FOR REIMBUSING THE CUSTOMER FOR THE COST OF THE TIRE AND I WAS UNAWARE OF THE DAMAGE TO THE UNIT. ADVISOR NEVER :: Repair Code:20-005900 :: Description:Repair Metal, Aluminum Siding, if more than 0.30 (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:4.00 :: Hrs Auth:0.50 ::

Claim: [REDACTED] :: Line:A :: Complaint:Customer States:CUSTOMER RECEIVED A RECALL ON THE AXLES. NHTSA CAMPAIGN 13V554. INSPECTED AND FOUND ALCO AXLES. INSTALLED RISER KIT PER RECALL. UNIT WAS IN HERE IN NOVEMBER WITH A BLOWN TIRE AND CUSTOMER IS NOW ASKING TO BE REIMBURSED FOR THE TIRE HE PU :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR

Claim: [REDACTED] :: Line:A :: Complaint:Customer States:CUSTOMER RECEIVED A RECALL ON THE AXLES. NHTSA CAMPAIGN 13V554. INSPECTED AND FOUND ALCO AXLES. INSTALLED RISER KIT PER RECALL. UNIT WAS IN HERE IN NOVEMBER WITH A BLOWN TIRE AND CUSTOMER IS NOW ASKING TO BE REIMBURSED FOR THE TIRE HE PU :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR

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

RETAIL CALLED TIRE BLOW OUT THE TRAILER IS OUT OF WARRANTY FOR 5 MOUNTS CALL LIONSHEAD

Claim: [REDACTED] Line:C :: Complaint:Dealer States:SLIDING DOOR NOT EVEN ON TOP. DOOR NOT EVEN BIG GAP AND HITS GUIDE AT BOTTOM TAKE TOP BOARD OFF TO GET TO ROLLERS AND ADJUST AND MOVE BOTTOM DOOR GUIDE REINSTALL HEADER/AND SEALED :: Repair Code:30-015300 :: Description:Repair Interior Sliding/Passage Door (pictures), if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.75 :: Hrs Auth:0.50 :: Note:I CAN JUT AUTH .5 THE SAME AS A REPLACEMENT.

Claim:V...: Line:A :: Complaint:Dealer States:SHOWER IS LEAKING/ LEAKING
AT FRAME AND TUB/ CLEANED AND RESEALED SHOWER :: Repair Code:60-010000 ::
Description:Re-Seal Tub Surround :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 ::
Hrs Auth:0.50 :: Note:

APPROVED

RECEIVED

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
	FL1847242	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	01/22/14	02/03/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-62977	4X4TFLF25D1	05/17/12	05/17/13		02/11/14	\$322.48	No

Servicing Dealer: **TOM JOHNSON CAMPING CE**
 Dealer # **0002565**
 LbrRt: \$112.00
KNSMITH
 02/24/14

6700 BRUTON SMITH BLVD
CONCORD NC 28027
STATES

TRACY BROWN
 Phone: (704) 455-1440
 Fax: (704) 455-1431

ROCK HILL SC
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
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$145.94	1.00	\$112.00	\$257.94
Summary for Claim (1 detail record)			\$145.94	1.00	\$112.00	\$257.94

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

VIN	Date	User	
4X4TFLF25D	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: I :: Complaint: Customer States: Replace Radius metal from blown tires :: Repair Code: 20-030000 :: Description: R/R Lower Radius Metal (pictures) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note: per Roger Beiler			
4X4TFLF25D	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: H :: Complaint: Customer States: Rear Entrance Steps damaged from tire blow out :: Repair Code: 10-006500 :: Description: R/R Entry Step (pictures) :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.30 :: Hrs Auth: 0.30 :: Note: per Roger Beiler			
4X4TFLF25D	08/13/14	grollrs	Single Note Report
Claim: [REDACTED] :: Line: D :: Complaint: Customer States: Fender Skirt cracked from Rear tire blowing out :: Repair Code: 20-020600 :: Description: R/R Fenderskirt (Pictures) :: Auth Status: Approved :: FR Hrs: 0.20 :: Req Hrs: 0.50 :: Hrs Auth: 0.20 :: Note: i am ok with the repair questioning the time of .50 for a fenderskirt.			
4X4TFLF25D	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: D :: Complaint: Customer States: Fender Skirt cracked from Rear tire blowing out :: Repair Code: 20-020600 :: Description: R/R Fenderskirt (Pictures) :: Auth Status: Approved :: FR Hrs: 0.20 :: Req Hrs: 0.50 :: Hrs Auth: 0.50 :: Note: per Roger Beiler			
4X4TFLF25D1	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: C :: Complaint: Customer States: Fender Skirt cracked from Rear tire blowing out :: Repair Code: 20-020600 :: Description: R/R Fenderskirt (Pictures) :: Auth Status: Approved :: FR Hrs: 0.20 :: Req Hrs: 0.50 :: Hrs Auth: 0.50 :: Note: per Roger Beiler			
4X4TFLF25D1	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: J :: Complaint: Customer States: Repair wheel well flooring from blown tires :: Repair Code: 20-021000 :: Description: R/R Wheel Well :: Auth Status: Approved :: FR Hrs: 0.70 :: Req Hrs: 1.50 :: Hrs Auth: 1.50 :: Note: per Roger Beiler			
4X4TFLF25D	08/13/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line: G :: Complaint: Customer States: Replace 2 tires damaged from blown tires :: Repair Code: :: Description: R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status: Under Review :: Req Amt: 211.90 :: Amt Auth: 0.00 :: Note: Please attach a copy of the sublet bill then request authorization again.			
4X4TFLF25D	08/13/14	jdreier	Single Note Report

Claim: [REDACTED] :: Line:E :: Complaint:Customer States: Replace 4 tires due to blown tires :: Repair Code: :: Description:R/R Tire (includes Rim/Wheel) (pictures) :: Auth Status:Approved :: Req Amt:102.93 :: Amt Auth:102.93 :: Note:Per Roger Beiler.

4X4TFLF25D1 [REDACTED] 08/13/14 jdreier Single Note Report

Claim: [REDACTED] :: Line:F :: Complaint:Customer States: Replace 1 tire due to Recall 13V554 :: Repair Code: :: Description:R/R Tire (includes Rim/Wheel) (pictures) :: Auth Status:Approved :: Req Amt:122.88 :: Amt Auth:122.88 :: Note:Per Roger Beiler.

4X4TFLF25D1 [REDACTED] 08/13/14 jdreier Single Note Report

Claim: [REDACTED] :: 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:1.00 :: Hrs Auth:1.00 :: Note:

4X4TFLF25D [REDACTED] 08/13/14 grollins Single Note Report

Claim:V [REDACTED] :: Line:C :: Complaint:Customer States: Fender Skirt cracked from Rear tire blowing out :: Repair Code:20-020600 :: Description:R/R Fenderskirt (Pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.20 :: Note:

4X4TFLF25D [REDACTED] 08/13/14 grollins Single Note Report

Claim: [REDACTED] :: Line:B :: 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:1.00 :: Hrs Auth:1.00 :: Note:

4X4TFLF25D1 [REDACTED] 08/07/14 RBEILER Single Note Report

AUTHORIZED TO COVER 6.8 HOURS OF LABOR FOR RECALL KIT, AND FIX BLOWN TIRE DAMAGE. ALSO PAYING 3 SUBLET TIRE CLAIMS IN FULL.

4X4TFLF25D [REDACTED] 07/31/14 RBEILER Single Note Report

WE WILL COVER FULL AMOUNT OF SUBLETS BILLS TO REPLACE THE TWO TIRES. INVOICE IN VIEWER.

4X4TFLF25D1 [REDACTED] 07/21/14 RBEILER Single Note Report

2ND OWNER HAS WHEEL WELL DAMAGE FROM TIRES BLOWING OUT. HAVING THEM TAKE IT TO A DEALERSHIP TO HAVE WORK DONE.

4X4TFLF25D1 [REDACTED] 06/18/14 jdreier Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States: WATER PRESSURE LEAKING OFF :: Repair Code:60-020110 :: Description:R/R Dometic/Sealand Toilet Ball Valve :: Auth Status:Denied :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:Unit is out of warranty.

4X4TFLF25D1 [REDACTED]

05/13/14

jdreier

Single Note Report

Claim:WEB116979 :: Line:B :: Complaint:Customer States: RUNNING LIGHTS NOT WORKING :: Repair Code:40-250900 :: Description:Repair 12 volt Front Exterior Negative Wire pinched :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.20 :: Hrs Auth:0.00 :: Note:Claims must be submitted within 60 days of the repair being completed.

4X4TFLF25D1 [REDACTED]

01/15/14

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

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1848973	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 07/22/14	Date Repairs Completed 08/05/14	Authorization #	Mileage 0
Batch ID# M-67315	VIN # 4X4TFLF25D1 [REDACTED]	D.O.P. 01/14/13	Warranty Expires 01/14/14	WRO Claim # [REDACTED]	Claim Rcvd 08/13/14	Requested Amt. \$1,180.77	Stock Unit No

Servicing Dealer: **KEEPERS RV CENTER**
 Dealer # 0009627
 19989 584TH AVE.
 MANKATO MN 56001
 KNSMITH
 08/14/14

Kimberly Ulman
 Phone: (507) 625-464 [REDACTED]
 Fax: (507) 625-1215 [REDACTED]
 Fairview KS
 [REDACTED] US

Claim Num [REDACTED]
 Dealer RO

WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
20-021000	R/R Wheel Well		\$8.00	1.50	\$150.00	\$158.00
20-030000	R/R Lower Radius Metal (pictures)		\$22.08	2.00	\$200.00	\$222.08
10-006500	R/R Entry Step (pictures)		\$165.00	0.30	\$30.00	\$195.00
10-002010	R/R Tire (Includes Rim/Wheel) (pictures)		\$122.88	0.00	\$0.00	\$122.88
10-002010	R/R Tire (Includes Rim/Wheel) (pictures)		\$102.93	0.00	\$0.00	\$102.93
20-020600	R/R Fenderskirt (Pictures)		\$54.94	0.20	\$20.00	\$74.94
20-020600	R/R Fenderskirt (Pictures)		\$54.94	0.50	\$50.00	\$104.94
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	1.00	\$100.00	\$100.00
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	1.00	\$100.00	\$100.00
Summary for Claim (9 detail records)			\$530.77	6.50	\$650.00	\$1,180.77

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FOREST RIVER'S
5-22-2015
ENCLOSURE 4

VIN	Date	User	
4X4TFLF25D	02/19/14	rbeller	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States:NHTSA RECALL #13V554 ON DUAL AXLE TRAILER :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:5.00 :: Hrs Auth:3.00 :: Note:As agreed upon with Dave Corey.			
4X4TFLF25D1	02/12/14	rbeller	Single Note Report
Claim: [REDACTED] :: Line:B :: Complaint:Customer States: WHILE PERFORMING THE RECALL, THE TECHNICIAN FOUND THAT THE TIRES HAD RUBBED THRU THE WHEEL WELLS ON BOTH SIDES. :: 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:			
4X4TFLF25D	02/11/14	rbeller	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States:NHTSA RECALL #13V554 ON DUAL AXLE TRAILER :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:5.00 :: Hrs Auth:2.50 :: Note:Excessive time.			
4X4TFLF25D	01/15/14	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			
4X4TFLF25D18	11/07/13	makins	Single Note Report
Claim: [REDACTED] :: Line:B :: Complaint:Customer States:THE REAR STABILIZER JACK WILL NOT WORK FROM THE SWITCH, WORKS MANUALLY :: Repair Code:10-009110 :: Description:R/R Electric Stabilizer Jack Motor (Lippert) (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:			
4X4TFLF25D1	11/07/13	makins	Single Note Report
Claim:WEB1 [REDACTED] :: Line:A :: Complaint:Customer States:THE KEY WILL NOT WORK IN THE DEAD BOLT ON THE ENTRY DOOR :: Repair Code:20-012800 :: Description:R/R Entry Door Lock (picture Canada only) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.20 :: Note:GOOD WILLED OUT OF WARRANTY BUT STATED REPAIRE WAS STARTED BEFORE EXP DATE.??			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1848990	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 01/25/14	Date Repairs Completed 02/11/14	Authorization #	Mileage 0
Batch ID# M-63235	VIN # 4X4TFLF25D1 [REDACTED]	D.O.P. 09/19/12	Warranty Expires 09/19/13	WRO Claim # [REDACTED]	Claim Rcvd 02/19/14	Requested Amt. \$493.96	Stock Unit No

Servicing Dealer: THE BOAT DOCK
 Dealer # 0052603
 LbrRt: \$109.00
 MABURNS
 03/06/14

DBA COLMANS COUNTRY C
 4600 RISING MOON ROAD
 SPRINGFIELD IL
 62711 STATES

David Corey
 Phone: (217) 793-7300
 Fax: (217) 793-7376

[REDACTED]
 NEW BERLIN IL
 [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
20-021000	R/R Wheel Well		\$0.00	1.40	\$152.60	\$152.60
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$14.36	3.00	\$327.00	\$341.36
Summary for Claim (2 detail records)			\$14.36	4.40	\$479.60	\$493.96

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

VIN	Date	User	
4X4TFLF25D	03/19/14	kmosher	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: Tires had already rubbed/damaged the inside of each wheel well - covered damages with underbelly tape. :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Approved :: FR Hrs: 1.00 :: Req Hrs: 0.25 :: Hrs Auth: 0.25 :: Note:</p>			
4X4TFLF25D	03/14/14	fyoder	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Customer States: Axle lift recall - completed. :: 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:</p>			
4X4TFLF25D	03/13/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line: B :: Complaint: Customer States: Tires had already rubbed/damaged the inside of each wheel well - covered damages with underbelly tape. :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Under Review :: FR Hrs: 1.00 :: Req Hrs: 0.25 :: Hrs Auth: 0.00 :: Note: Please attach pictures and request authorization again.</p>			
4X4TFLF25D	03/06/14	FYODER	Single Note Report
<p>dealer called helped him with his lift kit on this unit.</p>			
4X4TFLF25D1	01/15/14	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>			
4X4TFLF25D	11/30/12	salderfer	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Water would not flow through the kitchen sink faucet. We traced and found trash (red plastic shavings) blowing the water flow to the cold water side of the faucet. We disassembled the sink faucet, cleared the debris and then reinstalled all and retested. :: Repair Code: 60-006000 :: Description: Repair Single Handle Faucet :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.50 :: Hrs Auth: 0.40 :: Note: Had to remove faucet to clean debris out</p>			
4X4TFLF25D1	11/29/12	salderfer	Single Note Report
<p>Claim: [REDACTED] : Line: A :: Complaint: Water would not flow through the kitchen sink faucet. We traced and found trash (red plastic shavings) blowing the water flow to the cold water side of the faucet. We disassembled the sink faucet, cleared the debris and then reinstalled all and retested. :: Repair Code: 60-006000 :: Description: Repair Single Handle Faucet :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.50 :: Hrs Auth: 0.30 :: Note: Flat Rate is .3 for this repair</p>			
			All Note Report
			Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1849945	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 02/26/14	Date Repairs Completed 03/07/14	Authorization #	Mileage 0
Batch ID# M-63928	VIN # 4X4TFLF25D1 [REDACTED]	D.O.P. 10/17/12	Warranty Expires 10/17/13	WRO Claim # [REDACTED]	Claim Rcvd 03/19/14	Requested Amt. \$248.20	Stock Unit No
Servicing Dealer: Dealer # 5177157 LbrRt: \$109.00 KNSMITH 04/03/14	POWER EQUIPMENT CO INC DBA PECO CAMPERS 1825 TUCKER INDUSTRIAL R TUCKER GA 30084 STATES	Jerrie Weathers Phone: (404) 377-8000 Fax: (770) 270-9464	Conyers GA [REDACTED] US	Phone: ([REDACTED])	Claim Num [REDACTED] Dealer RO [REDACTED]	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)		\$2.95	0.25	\$27.25	\$30.20
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$218.00	\$218.00
Summary for Claim (2 detail records)			\$2.95	2.25	\$245.25	\$248.20

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

Doug Fought, Flagstaff Plant Warrantee Manager.

Return Flagstaff Plant S/N 846293 for Axle replacement due to signs of tires contacting wheel well liner and very ruff ride hard bounce and jurking when crossing tar joints in the road. Everything inside TT bounced around. Exstream stress to unit.

3/28/2013. To Millersburg Plant.

170 Mile via I-69 from Home. Used 19.1 Gal @ 3.65 Total \$69.85. TT had a lot of jurking and a ruff ride. 8.9 mpg Running 60 to 62 mph.

Return home 148 miles after drop off via SR-13. Used 7.2 gal @ 3.65 Total \$26.28 20.6 mpg. Cruse set 55

4/4/2013 trip to Millersburg to pick up TT. 166 miles via I-69. Used 8.4 gal. @ 3.67 Total \$30.80 19.8 mpg. Cruse set 70.

4/4/2013 Picked up repaired TT at Millersburd Plant after axle replacement. Retuened via SR-13 instead of I-69. Cruise speed set at 55. 151 miles used 14.6 gal @ 3.53 Total \$52.21 10.3 mpg. Trailer seemed to pull much smoother and no noticeable jurking and hard bouncing like before.

We leave for TX in a few day for 5 weeks so after that it will allow me to give you a report on how the new axles are working out.

SPEEDWAY
 8888867
 McCordsville
 IN 46055-9576

TRANS: 488721

Pump 02
 Unleaded, Self Serve
 7.181 @ \$3.659/GAL
 GAS TOTAL \$26.28

TAX \$0.00
 TOTAL \$26.28

Master Card
 Card Num :
 XXXXXXXXXXXXX
 TERM:
 005000067001
 APPR#: 056028
 SEQ#: 007004186

03/28/2013 18:35:20

Cardholder agrees to pay to issuer total charges per the agreement between cardholder & issuer.

SIMAR
 CONVENIENCE
 206 N BENTON ST
 MILLERSBURG IN 46543
 574-642-4400

132340-01
 SIMAR CONVENIENCE
 206 N BENTON
 MILLERSBURG IN

MASTERCARD
 FREDERICK/ROBERT
 AUTH# 00 0000 46010
 DATE 03/28/13 12:26
 PORT 1 02
 PRODUCT: UNLD
 APPROVAL # 050586
 GALLONS: 19.089
 PRICE/G: \$ 3.659
 FUEL SALE \$ 69.85

Earn up to \$ 25 on Marathon purchases with Marathon Visa

THANK YOU
 HAVE A NICE DAY
 PLEASE COME AGAIN

Forest River Inc.
Attn: Doug Fought
201 West Elm St.
Millersburg, IN 46543

Enclosed are fuel receipts for the transport of my unit to your plant for repair.

TT to plant	69.85
Return home	26.28
To plant for pick up	30.80
Return TT home	52.21

Total	\$ 179.14

Mail Address for the check:

[REDACTED]

Greenfield, IN [REDACTED]

Thanks Doug for the excellent response to quickly repair the unit.

4/11/2013 [REDACTED]

OK to pay retail

546293

*He drove up to have Axles replaced
They were hitting (Tires) hitting the floor.*

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

VIN	Date	User	
4X4TFLF26D1[REDACTED]	01/14/14	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>			
4X4TFLF26D[REDACTED]	08/19/13	KMYERS	Single Note Report
<p>customer is installing a support beam on the awning</p>			
4X4TFLF26D1[REDACTED]	04/19/13	DSCHACHT	Single Note Report
<p>CLAIM [REDACTED] Auth: DLS041913 Reimbursed retail for cost of fuel to bring his trailer here for repairs and pick it back up, total amount \$179.14</p>			
4X4TFLF26D[REDACTED]	03/27/13	DFOUGHT	Single Note Report
<p>[REDACTED]</p> <p>Floyd this retail is dropping off his unit tomorrow around 11:00, his tires are rubbing the floor and he said his spare tire rim is bent and the tire will not balance, I told him we would give him a spare tire, put it in the unit, don't change the one on the trailer because it has a E rated tire on it.</p>			
4X4TFLF26D[REDACTED]	03/25/13	DFOUGHT	Single Note Report
<p>LOOKING AT A BB DATE SOMETIME AROUND MAY 20TH.</p>			
4X4TFLF26D1[REDACTED]	03/25/13	DFOUGHT	Single Note Report
<p>RETAIL CALLED AGAIN AND THE TRAILER TIRES ARE RUBBING ON THE UNDERSIDE, HE IS GOING ON A TRIP AND WILL BRING IT BACK HERE FOR A REPAIR WHEN HE GETS BACK, TOLD HIM WE COULD COVER GAS WITH A RECEIPT.</p>			
4X4TFLF26D[REDACTED]	12/19/12	DFOUGHT	Single Note Report
<p>THE CUSTOMER WANTS IT NOTED THAT THE TIRES ARE ONLY 1 INCH FROM THE FLOOR, CHECKED WITH PRODUCTION AND THIS IS CORRECT. LET THE CUSTOMER KNOW WE WOULD NOTE IT AND TO CALL US IF HE HAS ISSUES.</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # FL1846293	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 03/28/13	Date Repairs Completed 04/05/13	Authorization # DLS041913	Mileage
Batch ID# M-56301	VIN # 4X4TFLF26D1 [REDACTED]	D.O.P. 03/27/12	Warranty Expires 03/27/13	WRO Claim # [REDACTED]	Claim Rcvd 04/22/13	Requested Amt. \$179.14	Stock Unit No

Servicing Dealer: Dealer # 0066383 LbrRt: \$0.00 KMOSHER 04/23/13	FREDERICK, ROBERT 1460 N 700 W GREENFIELD IN 46140 STATES	Phone: (317) 894-2609 Fax:	[REDACTED] GREENFIELD IN [REDACTED] US	Claim Num [REDACTED] Dealer RO
--	--	-------------------------------	--	--------------------------------------

**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
99-001000	Internal Use Only; Reimburse Travel Expense		\$179.14	0.00	\$0.00	\$179.14
Summary for Claim (1 detail record)			\$179.14	0.00	\$0.00	\$179.14

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

VIN	Date	User	
4X4TFLF26D	07/19/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TFLF26D	01/15/14	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>			
4X4TFLF26D	01/11/14	kmyers	Single Note Report
<p>Claim: [REDACTED]; Line:A :: Complaint: Customer States: WE REPLACED AXLES ON THIS UNIT AND ACCORDING TO KEVIN MEYERS THERE IS A DEXTER LIFT KIT WE NEED TO ALSO INSTALL TO KEEP TIRES FROM RUBBING :: 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:</p>			
4X4TFLF26D	01/08/14	KMYERS	Single Note Report
<p>dealer called they replaced the axels the retail has only 1" of of crence. Dealer may need to add a lift kit?</p>			
4X4TFLF26D	12/27/13	kmyers	Single Note Report
<p>Claim [REDACTED]; Line:A :: Complaint: Customer States: A/C NOT WORKING ON AUTO - COMES ON 1ST TIME BUT ISN'T CYCLING :: 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:</p>			
4X4TFLF26D1	07/31/13	kmyers	Single Note Report
<p>Claim: [REDACTED]; Line:A :: Complaint: Customer States: rear wheels are rubbing holes in flooring of trailer :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:7.00 :: Hrs Auth:2.50 :: Note:WE CAN CHANGE AXLES OR WE HAVE A LIFT KIT AVAILABLE</p>			
4X4TFLF26D	07/15/13	SMCGEE	Single Note Report
<p>DEALER IS INQUIRING ABOUT WARRANTY ON A BLOW OUT TIRE. SEE DOC VIEWER FOR EMAIL CORROSPONDANCE.</p>			
4X4TFLF26D	01/18/13	dfought	Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Dealer States: STEREO IS NOT WORKING ::
Repair Code:70-000255 :: Description:R/R ZX700 Radio :: Auth Status:Approved :: FR
Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

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]	FL1849503	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	02/01/14	02/01/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-62817	4X4TFLF26D [REDACTED]	02/15/13	02/15/14	[REDACTED]	02/03/14	\$219.41	No

Servicing Dealer:		BAYOU OUTDOOR SUPERCE			Claim Num	[REDACTED]
Dealer #	1800 BARKSDALE BLVD		laura	Phone	Dealer RO	
0009841			Phone: (318) 629-2628		[REDACTED]	
LbrRt: \$100.00	BOSSIER CITY	LA	Fax: (318) 629-1219	HOSSTON	LA	
KNSMITH	71111	STATES		[REDACTED]	US	
02/17/14						

**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)		\$19.41	2.00	\$200.00	\$219.41
Summary for Claim (1 detail record)			\$19.41	2.00	\$200.00	\$219.41

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

VIN Notes

VIN **4X4TFLF26D1** [REDACTED]

Entered On: 11/7/2014 **Entered By:** jdreier
Claim: [REDACTED] :: Line: B :: Complaint: Customer States: tv remote won't turn on the tv :: Repair Code: 70-004700 :: Description: R/R TV Remote (picture Canada only) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: Please return part.

Entered On: 11/4/2014 **Entered By:** jdreier
Claim: [REDACTED] :: Line: B :: Complaint: Customer States: tv remote won't turn on the tv :: Repair Code: 70-004700 :: Description: R/R TV Remote (picture Canada only) :: Auth Status: Under Review :: FR Hrs: 0.00 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: Please return part.

Entered On: 11/1/2014 **Entered By:** chollowell
Claim: [REDACTED] :: Line: A :: Complaint: Customer States: tires rubbing wheel well :: 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:
Claim: [REDACTED] :: Line: B :: Complaint: Customer States: tv remote won't turn on the tv :: Repair Code: 70-004700 :: Description: R/R TV Remote (picture Canada only) :: Auth Status: Under Review :: FR Hrs: 0.00 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: What was done to test tv and remote?

VIN **4X4TFLF26D1** [REDACTED]

Entered On: 9/26/2014 **Entered By:** RBEILER
CUSTOMER SAYS HE IS HAVING AN ISSUE WITH CABINET DRAWER NOT LATCHING, ENTRY DOOR STRUT, DVD REMOTE AND NO PICTURE FROM STEREO TO TV. NOTING ISSUES FOR NOW AND CUSTOMER WILL HAVE DEALERSHIP LOOK AT ISSUES.

Entered On: 1/22/2014 **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

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Unit Information (Hide Details...)

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

VIN	OEM VIN	Serial
4X4TLF26D [REDACTED]		FL1850831
Make	Model	Model Year
FLAGSTAFF LITE WEIGHT TR	FLT30WFKSS	2013
Company	Model Description	
FR	FLAGSTAFF LITE WEIGHT TRAILERS	

Dealer Information (Hide Details...)

[Show More ..](#)

Dealer	Dealer Name	
0005928	ESCAPE RV INC	
Invoice No	Invoice Date	Dealer on Lot Date
[REDACTED]	11/16/2012	1/1/1900

Retail Customer Information (Hide Details...)

[Show More ..](#)

Sold By Dealer:	0005928
Sold Date:	09/28/2013
D.O.P Mileage:	0
Retail Owner Name (First\Last):	[REDACTED]
Retail Owner Spouse (First\Last):	[REDACTED]
Address:	[REDACTED]
Country:	United States
City\State\Zip:	Port Jervis New York [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:	9/28/2014
<input type="checkbox"/> New Retail Registration	Date Added: 9/28/2013 1:48:37 PM
<input checked="" type="checkbox"/> Retail Registration edited	Date Edited: 11/13/2013 3:19:53 PM
<input checked="" type="checkbox"/> Sent to CoachNet	

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

VIN	Date	User	
4X4TFLF26D	05/01/14	MAKINS	Single Note Report
RETAIL HAD ISSUES WITH ALL HIS TIRES CRACKING DELAME AND NOT HOLDING ATR. I GAVE RETAIL 75. DOLLARS PER TIRE FOR 5 TIRES.			
4X4TFLF26D	04/10/14	chollowell	Single Note Report
Claim: [REDACTED] :: Line:I :: Complaint:Customer States: The exterior insert shrunk. It shrunk too short on one end. Requesting authorization to remove short insert and install new insert. :: Repair Code:20-019450 :: Description:R/R Window Glazing / Seal (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:			
4X4TFLF26D	04/10/14	chollowell	Single Note Report
Claim: [REDACTED] :: Line:G :: Complaint:Customer States: Bad furnace motor. Requesting authorization to remove and replace furnace blower motor. :: Repair Code:70-023500 :: Description:R/R Suburban Furnace :: Auth Status:Denied :: FR Hrs:0.80 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:Please contact Vendor Suburban (423) 775-2131			
4X4TFLF26D1	04/10/14	kmosher	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: The third window on drivers side seal is coming off. The glue did not hold. Requesting authorization to remove and replace window seal. :: Repair Code:20-019450 :: Description:R/R Window Glazing / Seal :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:We will try to get the window size from production but in the future window seal/gasket repairs require the size of the window.			
4X4TFLF26D	03/27/14	chollowell	Single Note Report
Claim: [REDACTED] :: Line:B :: Complaint:Customer States: Riser kit needs to be installed. tires are hitting the fender wall. Requesting authorization to remove tires to get frame then install riser kit on all four tires on frame. :: Repair Code:10-002010 :: Description:R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:			
4X4TFLF26D	03/27/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:A :: Complaint:Customer States: Bad furnace motor. Requesting authorization to remove and replace furnace blower motor. :: Repair Code:70-023500 :: Description:R/R Suburban Furnace :: Auth Status:Denied :: FR Hrs:0.80 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:Begin repair date not valid.			
4X4TFLF26	03/27/14	jdreier	Single Note Report
Claim: [REDACTED] :: Line:B :: Complaint:Customer States: Riser kit needs to be installed. tires are hitting the fender wall. Requesting authorization to remove tires to get frame then install riser kit on all four tires on frame. :: Repair Code:10-002010 :: Description:R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:Begin repair date not valid.			
4X4TFLF26D	03/27/14	jdreier	Single Note Report

4X4TFLF26D	03/27/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:C :: Complaint:Customer States: the main slide out seals are sticking out and are coming loose. Requesting authorization to reset seals on track :: Repair Code:10-012200 :: Description:R/R Self Stick Slide Out Bulb Seal, (All Sides, complete) :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:Begin repair date not valid.</p>			
4X4TFLF26D	03/27/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:D :: Complaint:Customer States: The exterior insert shrunk. It shrunk too short on one end. Requesting authorization to remove short insert and install new insert. :: Repair Code:20-005620 :: Description:Replace Molding includes Insert (pictures) :: Auth Status:Denied :: FR Hrs:0.20 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:Begin repair date not valid.</p>			
4X4TFLF26D	03/27/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:C :: Complaint:Customer States: the main slide out seals are sticking out and are coming loose. Requesting authorization to reset seals on track :: Repair Code:10-012200 :: Description:R/R Self Stick Slide Out Bulb Seal, (All Sides, complete) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:</p>			
4X4TFLF26	02/05/14	kmosher	Single Note Report
<p>Claim: [REDACTED] : Line:B :: Complaint:Customer States: There is some debris under linoleum floor. Requesting to remove and replace floor. :: Repair Code: :: Description:R/R Linoleum (pictures) :: Auth Status:Under Review :: Req Amt:225.00 :: Amt Auth:0.00 :: Note:Please attach a copy of the sublet. Once attached email Kmosher@forestriverinc.com so I can go in and look at it.</p>			
4X4TFLF26D	02/04/14	chollowell	Single Note Report
<p>Claim: [REDACTED] : Line:B :: Complaint:Customer States: Riser kit needs to be installed. tires are hitting the fender wall. Requesting authorization to remove tires to get frame then install riser kit on all four tires on frame. :: Repair Code:10-002010 :: Description:R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:Wrong repair code. (10-001820)</p>			
4X4TFLF26D	02/04/14	rbreier	Single Note Report
<p>Claim: [REDACTED] : Line:C :: Complaint:Customer States: the main slide out seals are sticking out and are coming loose. Requesting authorization to reset seals on track :: Repair Code:10-012200 :: Description:R/R Self Stick Slide Out Bulb Seal, (All Sides, complete) :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:Need pictures for this repair. Attach pictures and request authorization again.</p>			
4X4TFLF26D	02/04/14	chollowell	Single Note Report
<p>Claim: [REDACTED] : Line:D :: Complaint:Customer States: The exterior insert shrunk. It shrunk too short on one end. Requesting authorization to remove short insert and install new insert. :: Repair Code:20-005620 :: Description:Replace Molding includes Insert (pictures) :: Auth Status:Under Review :: FR Hrs:0.20 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:Pictures required for authorization</p>			
4X4TFLF26D	01/31/14	kmyers	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States: Bad furnace motor. Requesting authorization to remove and replace furnace blower motor. :: Repair Code:70-023500 :: Description:R/R Suburban Furnace :: Auth Status:Approved :: FR Hrs:0.80 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:</p>			
4X4TFLF26	01/29/14	kmosher	Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Customer States: The third window on drivers side seal is coming off. The glue did not hold. Requesting authorization to remove and replace window seal. :: Repair Code:20-019450 :: Description:R/R Window Glazing / Seal :: Auth Status:Under Review :: FR Hrs:0.30 :: Req Hrs:0.30 :: Hrs Auth:0.00 :: Note:Picture and size of window are required for this repair. Please attach picture and add window size to the additional labor info box and request auth again.

4X4TFLF26D [REDACTED] 01/22/14 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 axes so that a lift kit may be

4X4TFLF26D [REDACTED] 01/14/14 MAKINS Single Note Report

RON HOOVER THE DEALER THAT HAS THIS UNIT REQUEST LIFT KIT FOR THIS UNIT TO BE SENT OUT , AND IT IS ONE OF THE UNITS LISTED. HAVEING LIFT KIT SENT OUT

4X4TFLF26D [REDACTED] 01/13/14 kmyers Single Note Report

Claim: [REDACTED] :: Line:D :: Complaint:Customer States: The shower door seal is torn at the bottom. Requesting authorization to replace seal. :: Repair Code:60-011100 :: Description:R/R Bottom Track Seal/Wipe :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.30 :: Hrs Auth:0.20 :: Note:

4X4TFLF26D [REDACTED] 01/13/14 kmyers Single Note Report

Claim: [REDACTED] Line:B :: Complaint:Customer States: All tires don't hold air. Defective tires are leaking at sidewall. Requesting authorization to replace all tires. :: Repair Code:10-002010 :: Description:R/R Tire (Includes Rim/Wheel) (pictures) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:2.00 :: Hrs Auth:0.00 :: Note:THE WARRANTY THESE RIMS && TIRES IF YOU WANT TO CALL LIONS HEAD (SUPPLIER OF THE WHEELS FOR

4X4TFLF26D [REDACTED] 01/13/14 kmyers Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States: The rear driver side fender is cracked. The fender is broken at screw may be overly tighten. Requesting authorization to order new fender, remove and replace fender. :: Repair Code:20-020600 :: Description:R/R Fenderskirt (Pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.50 :: Hrs Auth:0.20 :: Note:FLAT RATE ONLY

4X4TFLF26 [REDACTED] 01/10/14 MAKINS Single Note Report

SENT OUT A LIFT KIT TO RON HOOVER TO BE PUT ON

4X4TFLF26D [REDACTED] 06/14/13 KMYERS Single Note Report

PHONE [REDACTED] CALLING BACK TO CONFIRM .

4X4TFLF26 [REDACTED] 06/14/13 KMYERS Single Note Report

██████████ CALLED WANTS TO STOP IN ON 7-18-13 THE HAS A BUBBLE THE THE BACK BEADROOM. AND A ROCK THE THE FLOOR BY THE SLID.

4X4TFLF26D

03/01/13

DFOUGHT

Single Note Report

THE RETAIL IS SENDING PICS OF BUCKLED LINO AND HE ALSO HAS A COUPLE EXTERIOR LIGHTS NOT WORKING. HE MAY USE CHEYENNE RV FOR THE REPAIRS. PLUE HE MAY STOP BY OUR FACILITY.

4X4TFLF26D

02/07/13

DFOUGHT

Single Note Report

Claim ██████████ :: Line:A :: Complaint:Dealer States:BLEMISHES ON FRONT CAP NEED TO SAND AREA ON BOTH SIDES OF THE V NOSE :: Repair Code:20-002000 :: Description:Repair Front Cap/Cab Over, if more than 0.30 (pictures) :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:8.00 :: Hrs Auth:0.00 :: Note:DIDNT HEAR BACK FROM YOU PLEASE HAVE YOUR TECH CALL ME THANKS

4X4TFLF26D

02/06/13

DFOUGHT

Single Note Report

Claim ██████████ :: Line:B :: Complaint:Dealer States:D/S ROCK GUARD WINDOW HAS A HAIR LINE CRACK HAD TO ORDER WINDOW THEN R&R ROCK GUARD WINDOW :: Repair Code:20-018400 :: Description:R/R Window :: Auth Status:Under Review :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:PLEASE ADD A BETTER PICTURE OF THE CRACK.

4X4TFLF26D

02/06/13

DFOUGHT

Single Note Report

Claim:WEE ██████████ Line:B :: Complaint:Dealer States:D/S ROCK GUARD WINDOW HAS A HAIR LINE CRACK HAD TO ORDER WINDOW THEN R&R ROCK GUARD WINDOW :: Repair Code:20-018400 :: Description:R/R Window :: Auth Status:Denied :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:THIS IS THE SAME AS LINE "A".

4X4TFLF26D

02/06/13

DFOUGHT

Single Note Report

Claim ██████████ :: Line:A :: Complaint:Dealer States:P/S ROCK GUARD WINDOW HAS A CRACK BELOW THE THUMB LOCK HAD TO ORDER WINDOW R&R WHEN IT GETS HERE :: Repair Code:20-018400 :: Description:R/R Window :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:0.60 :: Note:WITH THE DECAL THIS PAYS .6 HRS. Exterior Section Rock Guards 20-019900 R/R Rock Guards (pictures) 0.30

4X4TFLF26C

02/06/13

DFOUGHT

Single Note Report

Claim: ██████████ :: Line:C :: Complaint:Dealer States:D/S LP COMP DOOR RUBS ON FRAME HAD TO ADJUST DOOR SO IT DOESNT RUB WHEN OPENING ON CLOSING :: Repair Code:20-015950 :: Description:Repair Compartment Door Frame (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.00 :: Hrs Auth:0.40 :: Note:EXCESSIVE TIME.

4X4TFLF26

02/06/13

DFOUGHT

Single Note Report

Claim ██████████ :: Line:A :: Complaint:Dealer States:MAIN SLIDEOUT TOP BULB SEAL NEEDS SEALED HAD TO CLEAN AREA TO BE SEALED THEN USE CLEAR SILICONE TO SEAL :: Repair Code:10-012300 :: Description:R/R Self Stick Slide Out Top Bulb Seal :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:1 hr. is excessive time for the repair.

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	FL1851316	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	01/28/14	01/31/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-64349	4X4TFLF26D [REDACTED]	02/04/13	02/04/14	[REDACTED]	04/11/14	\$305.86	No

Servicing Dealer: **RON HOOVER CO - DONNA**
 Dealer # **10171 EXPRESSWAY 83**
0009971
 LbrRt: \$129.00
MABURNS
04/22/14

DONNA TX
78537 STATES

Phone: (956) 464-4403
 Fax: (956) 464-5684

Cindy [REDACTED]
 Phone [REDACTED]
LIVINGSTON 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
20-019450	R/R Window Glazing / Seal (pictures)		\$6.36	0.30	\$38.70	\$45.06
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$2.80	2.00	\$258.00	\$260.80
Summary for Claim (2 detail records)			\$9.16	2.30	\$296.70	\$305.86