

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

VIN	Date	User	
4X4FRLE24D1 [REDACTED]	11/18/13	KMYERS	Single Note Report
RECEIVED THE INVOICE SEND E MAIL TO KELLY TO SEND A CHECK TO RETAIL 697.00			
4X4FRLE24D1 [REDACTED]	11/12/13	KMYERS	Single Note Report
CALLED THE RETAIL BACK THE ORDER IS GOING OUT TODAY THE DEALER WELL GET IT TOMORROW			
4X4FRLE24D [REDACTED]	11/12/13	KMYERS	Single Note Report
CALLED THE DEALER WENT OVER THE INFO ON THE LIFT KIT WE CAN APPROVE UP TO 2.5 HRS TO ADD IT ON THE TRAILER IF THE NEED HELP TO CALL ME . THE RETAIL WILL NEED TO PAR THE DEALER AND WE CAN SEND A CHECK TO HIM			
4X4FRLE24D1 [REDACTED]	11/12/13	KMYERS	Single Note Report
RETAIL # 631-599-3289 DEALER 631-727-5852 KEN			
4X4FRLE24D [REDACTED]	11/12/13	KMYERS	Single Note Report
RETAIL CALLED ASKED IF WE CAN SEND THE LIFT KIK OVER NIGHT TO THE DEALER DOING THE REPAIRS. THE RETAIL IS USING THIS TRAILER FOR HIS PERMANTE RESIDENCE. THE RETAIL WILL NEED TO PAY THE DEALER DOING THE WORK AND SEND UP THE RECEIPT FOR THE REPAIR .			
4X4FRLE24D1 [REDACTED]	11/11/13	FYODER	Single Note Report
UNIT WILL NEED A LIFT KIT ON AXLE.			
4X4FRLE24D [REDACTED]	11/11/13	FYODER	Single Note Report
CUSTOMER CALLED TIRE HITS FENDER ON ONE SIDE OF UNIT.			
4X4FRLE24D [REDACTED]	07/18/13	SMCGEE	Single Note Report

Claim [REDACTED] Line:E :: Complaint:Customer States:THE KITCHEN FAUCET FELL APART. :: Repair Code: :: Description:R/R Single Handle Faucet (pictures) :: Auth Status:Approved :: Req Amt:75.00 :: Amt Auth:75.00 :: Note:SUBLET AND WE WILL NEED DEFECTIVE FAUCET RETURNED.

4X4FRLE24D

07/18/13

SMCGEE

Single Note Report

Claim [REDACTED] Line:E :: Complaint:Customer States:THE KITCHEN FAUCET FELL APART. :: Repair Code: :: Description:R/R Single Handle Faucet (pictures) :: Auth Status:Approved :: Req Amt:75.00 :: Amt Auth:75.00 :: Note:SUBLET AND WE WILL NEED DEFECTIVE FAUCET RETURNED.

4X4FRLE24D

07/16/13

kmyers

Single Note Report

Claim [REDACTED] Line:F :: Complaint:Customer States:THE RADIO ANTENNA THAT IS INSTALLED ON THE ROOF OF THE SLIDEOUT CAME APART FROM RUNNING IN AND OUT THE SLIDEOUT. :: Repair Code: :: Description:Repair/Replace Slide Out Roof :: Auth Status:Approved :: Req Amt:112.50 :: Amt Auth:112.50 :: Note:SLID OUT MAY NEED TO BE ADJUSTED DOWN

4X4FRLE24D

07/16/13

Dschacht

Single Note Report

Claim [REDACTED] Line:F :: Complaint:Customer States:THE RADIO ANTENNA THAT IS INSTALLED ON THE ROOF OF THE SLIDEOUT CAME APART FROM RUNNING IN AND OUT THE SLIDEOUT. :: Repair Code: :: Description:Repair/Replace Slide Out Roof :: Auth Status:Under Review :: Req Amt:112.50 :: Amt Auth:0.00 :: Note:Please attach a copy of the receipt and re-submit request for consideration.

4X4FRLE24D

07/15/13

SMCGEE

Single Note Report

Claim [REDACTED] Line:E :: Complaint:Customer States:THE KITCHEN FAUCET FELL APART. :: Repair Code: :: Description:R/R Single Handle Faucet (pictures) :: Auth Status:Denied :: Req Amt:75.00 :: Amt Auth:0.00 :: Note:DUPLICATE CLAIM: SEE Claim [REDACTED]

4X4FRLE24D1

05/23/13

smcgee

Single Note Report

Claim [REDACTED] Line:A :: Complaint:Customer States:THE KITCHEN FAUCET FELL APART. WAITING ON PARTS AND CUSTOMER'S APPT. MAY BE WHEN WARRANTY EXPIRES :: Repair Code:80-006025 :: Description:R/R Single Handle Kitchen Faucet w/Pullout Sprayer (pictures) :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:

4X4FRLE24D1

05/16/13

KMOSHER

Single Note Report

Alpha has sent out the repair kit for the skylight on this unit on 5/16/13 (Per Monica via email).

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]	RL1847514	ROCKWOOD LITE WEIGHT	RLF8289WS	09/05/13	11/16/13	K. MYERS	
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit No
M-61148	4X4FRLE24D [REDACTED]	06/08/12	06/08/13	[REDACTED]	11/18/13	\$697.50	

Servicing Dealer: CARR, THOMAS
 Dealer # 0069643
 LbrRt: \$0.00
 AHOOLEY 12/03/13

PO BOX 453
 AQUEBOGUE NY 11931
 STATES

Phone: (631) 599-3289
 Fax:

EASTPORT NY
 [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
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$247.50	4.50	\$450.00	\$697.50
Summary for Claim (1 detail record)			\$247.50	4.50	\$450.00	\$697.50

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

Robyn May

From: Sheila McGee
Sent: Wednesday, October 09, 2013 11:24 AM
To: Robyn May
Cc: Kelly Mosher; Unit Files
Subject: [REDACTED]
Attachments: Fuel Receipts pg1 002.jpg; Fuel Receipts pg2 001.jpg; Fuel Receipts pg3 001.jpg; Fuel Receipts pg4 001.jpg

PLEASE ISSUE A CHECK FOR \$1840.00 FOR FUEL FOR RETAIL TO BRING UNIT TO/ FROM OUR FACILITY FOR WARRANTY REPAIRS TO BE DONE. THIS AMOUNT IS INCLUDING THE \$80 FOR THE CUSTOMER TO INSTALL THE LIFT KIT ON HIS UNIT HIMSELF, PRIOR APPROVAL BY ME FOR THIS INSTALL. THANKS

Sheila McGee
Flagstaff & Rockwood Warranty
574-642-0368 phone
574-970-4929 E-fax direct to my computer
Please do not be offended by emails sent in ALL CAPS

From: Gregg Rollins
Sent: Wednesday, October 09, 2013 11:06 AM
To: Sheila McGee
Subject: RE: [REDACTED]

OK

GREGG ROLLINS
PARTS & WARRANTY MANAGER
ROCKWOOD/FLAGSTAFF
PHONE 574-642-2640 X109
FAX 574-642-2611

From: Sheila McGee
Sent: Tuesday, October 08, 2013 1:03 PM
To: Gregg Rollins
Cc: Unit Files
Subject: [REDACTED]

Please approve this check to be written for this retail customer. We agreed (if you look in VIN notes it was dated 8/13/13) to pay \$1760.00 for fuel, and then agreed to have this individual install the lift kit on his trailer himself. I would think \$40.00 per hour would suffice. Therefore a total of \$1840.00 would be requested.
Thank You.

10/24/2013

Sheila McGee

Flagstaff & Rockwood Warranty

574-642-0368 phone

574-970-4929 E-fax direct to my computer

Please do not be offended by emails sent in ALL CAPS

From: jeepman.71@comcast.net [mailto:jeepman.71@comcast.net]

Sent: Tuesday, October 08, 2013 12:15 PM

To: Sheila McGee

Subject: Re: [REDACTED]

Thanks Sheila,

I installed the riser kit myself. You sent the kit and then stated that Forrest River would pay two hours installation. This was per our phone conversation on 8/19/13. This cost was to be included with the transportation cost upon our return from the factory.

Jim

From: jeepman.71@comcast.net [mailto:jeepman.71@comcast.net]

Sent: Tuesday, October 08, 2013 11:56 AM

To: Sheila McGee

Cc: jeepman.71@comcast.net

Subject: Fifth Wheel warranty repair Vin # [REDACTED]

Hi Sheila,

We made it to Millersburg, dropped off the fifth wheel for Floyd. They replaced the lower floor and added some outriggers and cross members. Addressed the other issues and completed the work as needed and then some. We picked the fifth wheel up about 10:30 and headed home. I was very impressed with the work that Floyd and his crew done. The customer service and attention to detail were outstanding. It seemed we had a couple of gremlins Friday night when we stopped to camp. The water heater would not light on gas and the air conditioner was making a racket like something was hitting the fan. Both issues seem to have gone away and all seems quite well. Again I want to reiterate how pleased my wife and myself are with the work and customer service from the entire Rockwood crew.

I am attaching copies of my fuel receipts for payment in the amount of \$1760.00. Also I am requesting payment for the installation of the riser kit as per our earlier agreement. If you have any questions please call or e-mail me.

Again I want to give my thanks for the great service and help in making my rv an enjoyable unit.

Jim Nunn

10/24/2013



STORE 687
 3400 So. Newberry Rd.
 No. Platte, NE 69101
 (308) 532-4555
 10/07/2013

SALE
 Transaction #: [REDACTED]

Qty Name	Price	Total
1 Auto Diesel 1	112.00	112.00
Pump: 14		
Gallons: 28.726		
Price / Gal: 3.899		

Subtotal	112.00
Sales Tax	0.00
Total	112.00

Received:	
Cash	120.00
Change Due Cash	-8.00



Pos:6 Clerk:109 10/07/2013 11:41:05
 ORIGINAL RECEIPT



STORE 686
 15010 South State Hwy 31
 Gretna, NE 68028
 (402) 332-4483
 10/06/2013

SALE
 Transaction #: [REDACTED]

Qty Name	Price	Total
1 Auto Diesel 1	110.01	110.01
Pump: 14		
Gallons: 28.215		
Price / Gal: 3.899		

Subtotal	110.01
Sales Tax	0.00
Total	110.01

Received:	
Cash	150.00
Change Due Cash	-39.99



Pos:5 Clerk:214 10/06/2013 12:48:22
 ORIGINAL RECEIPT

WELCOME TO
WALFORD BP
200 HWY 154
WALFORD, IA. 52751
319 846 6278
0000944615 WALFORD GURPPS

Desc.	Qty	Amount
DIES CA #01	23.3670	88.30
	@ 3.779/ G	
Prepay Fuel		-114.55
Sub Total		-26.25
Tax		0.00
TOTAL		26.25
CASH \$		26.25

THANKS
COME AGAIN
REG# 0002 CSH# 006 DR# 01 TRAM# 22513
10/05/13 09:53:03 ST# AB123

WELCOME TO
WALFORD BP
200 HWY 154
WALFORD, IA. 52751
319 846 6278
0000944615 WALFORD GURPPS

Desc.	Qty	Amount
DIES CA #01	9.3800	35.45
	@ 3.779/ G	
Prepay Fuel		-150.00
Sub Total		-114.55
Tax		0.00
TOTAL		114.55
CASH \$		-114.55

THANKS
COME AGAIN
REG# 0002 CSH# 006 DR# 01 TRAM# 22506
10/05/13 09:47:40 ST# AB123

LONG CONVENIENCE
995 U.S. 20
MIDDLEBURY IN 46540
574 825 9601
0000944615 LONGS CONVENIENCE LI
925 IL HIGHWAY 20 MIDDLEBURY IN

Desc.	Qty	Amount
SECTION COPY		
CP D OR #01	10.3496	70.75
	@ 3.899/ G	
Sub Total		70.75
Tax		0.00
TOTAL		70.75
CREDIT \$		70.75

LONG TALE VISA
CARD NAME: NUNN/JIM
ACCT NUMBER: *****
EXP. DATE: TRANS. DATE: CALL
AUTH# 161848 00 DOC # 01032

Earn up to \$.50 on
Marathon purchases
with Marathon Visa

THANKS, COME AGAIN
REG# 0003 CSH# 022 DR# 01 TRAM# 37838
10/04/13 09:23:20 ST# 1

6010
 KAWA FOOD MART
 27700 OLD US 20 E
 ELKHART IN 46515
 574 899 8179
 KAWA FOOD MART 5670001/01/18/13/2
 574 899 8179 ELKHART IN 46515

ITEM	QTY	AMOUNT
DIESEL FUEL	22.044	115.00
TAX		0.00
Sub Total		115.00
TOTAL		115.00
CASH \$		120.00
Change \$		5.00

TRY OUR NEW CAR WASH
 SAVE \$.10 PER GALLON
 THANK YOU, COME AGAIN
 574 899 8179 ELKHART IN 46515

KING SOOPERS #717

10/7/2013 6:42 PM
 Term: 011460410
 Addr: 337598
 PUMP# 08 CREDIT/
 DIESEL @ \$3.629/G
 VOLUME 22.044 GAL
 GAS TOTAL \$80.00
 GRAND TOTAL \$80.00

 DCI POINTS=0
 SEPT POINTS=15
 EACH MONTH POINTS
 DO NOT COMBINE

YOU SAVED 0.10 /GAL
 Visa
 XXXXXXXXXXXX [REDACTED]
 Balance : \$ 80.00
 10/07/2013 18:38:32

I agree to pay the
 above Total Amount
 according to Card
 Issuer Agreement.

THANK YOU FROM YOUR STORE MANAGER



STORE 686
 15010 South State Hwy 31
 Gretna, NE 68028
 (402) 332-4483
 09/28/2013

SALE
 Transaction #: 6010443

Qty	Name	Price	Total
1	Truck Diesel	107.00	107.00
	Pump:	24	
	Gallons:	27.163	
	Price / Gal:	3.939	
Subtotal			107.00
Sales Tax			0.00
Total			107.00
Received			
	Cash		150.00
	Change Due Cash		-43.00
	VehicleID	1	
	Company Name	PRIVATE	
	Odometer		
	Trip Number		
	TrailerID		
	UnitLicenseNumber		
	UnitLicenseState		



Pos:6 Clerk:195
 ORIGINAL RECEIPT

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

VIN	Date	User	
4X4FRLE27D	04/09/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4FRLE27D	03/20/14	rbeiler	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer States:passenger side has a gap between wall and floor. not sealed.pull up carpet seal top and reinstall carpet and r&i three wiring harness. clan dirt from frame and prep. seal bottom r&i table and chairs. :: Repair Code:30-019200 :: Description:Repair Sub-Floor or Squeaks (pictures), if more than .30 :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:3.00 :: Hrs Auth:0.00 :: Note:Unit is out of warranty.</p>			
4X4FRLE27	03/19/14	dreier	Single Note Report
<p>Claim: [REDACTED] Line:C :: Complaint:Customer States:backing plate wire rubbing. missing wire clip. check all mag wires passenger side front missing . install clip :: Repair Code:40-007600 :: Description:Repair 110 Volt Exterior Wiring (pictures) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:Unit is out of warranty.</p>			
4X4FRLE27D	03/19/14	dreier	Single Note Report
<p>Claim: [REDACTED] Line:C :: Complaint:Customer States:backing plate wire rubbing. missing wire clip. check all mag wires passenger side front missing . install clip :: Repair Code:40-007600 :: Description:Repair 110 Volt Exterior Wiring (pictures) :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:Unit is out of warranty.</p>			
4X4FRLE27D	03/19/14	dreier	Single Note Report
<p>Claim: [REDACTED] Line:B :: Complaint:Customer States:short in shore cord. r&r cord :: Repair Code:40-007000 :: Description:R/R 110 Shore Line Power Cord (if not detachable)(Pictures-Canada only) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:Unit is out of warranty.</p>			
4X4FRLE27	01/13/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4FRLE27	01/08/14	kmyers	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer States:as you walk by center island it pops and moves. feels like a seam in floor is moving. Has this been heard of already or is there a fix possible. or note only :: Repair Code:30-019100 :: Description:Repair Sub-Floor or Squeaks (pictures) :: Auth Status:Denied :: FR Hrs:0.30 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:WE WILL NOTE THIS IN THE SYSTEM THANKS</p>			
4X4FRLE27D	01/08/14	kmyers	Single Note Report

Claim: [REDACTED] Line: B :: Complaint: Customer States: floors are soft and flexes by the entry door. need a repair or thoughts or note only :: Repair Code: 30-019100 :: Description: Repair Sub-Floor or Squeaks (pictures) :: Auth Status: Denied :: FR Hrs: 0.30 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: This repair is being denied due to late submission. Dealers have 30 days to submit a claim from the completion date per Warranty Policy and Procedure manual. Rockwood/Flagstaff will allow up to 60 days but this claim has been

4X4FRLE27D [REDACTED] 12/05/13 KMYERS Single Note Report

Claim: W [REDACTED] Line: A :: Complaint: Customer States: brake controller is showing a short. one magnet is bad. test each one to see which is bad and replace. denied on previous web971699. sending magnet :: Repair Code: 10-001000 :: Description: R/R Brake Magnet, per wheel :: Auth Status: Approved :: FR Hrs: 0.40 :: Req Hrs: 0.40 :: Hrs Auth: 0.40 :: Note:

4X4FRLE27D1 [REDACTED] 09/26/13 RMAY Single Note Report

EMAILED BB INFO TO FLOYD

4X4FRLE27D [REDACTED] 08/19/13 SMCGEE Single Note Report

[REDACTED] ALLED AND IS CAMPING IN THIS UNIT AND AS HE WAS DRIVING TO DESTINATION HE SAID IT SEEMS LIKE WHEN HE GOT TO THE SPOT THE AXLES ARE DROPPING EVEN MORE, HE CAN BARELY PUT ONE FINGER BETWEEN THE TIRE AND THE WHEEL WELL.. UNIT IS SCHEDULED IN HERE WEEK OF 9-30, WE ARE CONCERNED THIS UNIT WON'T MAKE IT HERE WITH THE RATE THIS IS DROPPING. I SENT A TORFLEX KIT TO JIM NUNN TO SEE IF HE CAN GET SOME ONE OR HIMSELF

4X4FRLE27D18 [REDACTED] 08/16/13 DSCHACHT Single Note Report

Signed SURF on file.

4X4FRLE27D [REDACTED] 08/15/13 SMCGEE Single Note Report

SURF WAS SENT AND NOW RETURNED, WE ARE PAYING RETAIL TO BRING AND TAKE BACK \$1760 TO BRING THIS AND TAKE IT BACK ONCE REPAIRS ARE COMPLETED

4X4FRLE27D [REDACTED] 08/14/13 dfought Single Note Report

Claim: [REDACTED] Line: F :: Complaint: Customer States: escape window in living room leaks. r&r 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: SEE CODE NOTES WE NEED THE SIZE A PICTURE OF THE WINDOW AND A PICTURE OF THE TAG ON THE INSIDE OF THE FAME WHEN IT IS PULLED.

4X4FRLE27D [REDACTED] 08/14/13 dfought Single Note Report

Claim: [REDACTED] Line: F :: Complaint: Customer States: escape window in living room leaks. r&r 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: SEE CODE NOTES WE NEED THE SIZE A PICTURE OF THE WINDOW AND A PICTURE OF THE TAG ON THE INSIDE OF THE FAME WHEN IT IS PULLED.

4X4FRLE27D [REDACTED] 08/14/13 kmyers Single Note Report

Claim: [REDACTED] : Line:E :: Complaint:Customer States:the middle window below the big window leaks. r&r 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:Pictures showing defect are required

4X4FRLE27D [REDACTED] 08/13/13 SMCGEE Single Note Report

see doc viewer. gregg gave the okay for this unit to be driven by the customer to us for repairs needed, we will pay the customer \$1760.00 for him to bring it here and back.

4X4FRLE27D [REDACTED] 08/05/13 SMCGEE Single Note Report

RETAIL CALLED, VERY CONCERNED ABOUT SAGGING GOING ON ON THE EDGES OF THE TRAILER, THE TIRES ARE NEARLY HITTING THE WHEEL WELL, SEVERAL OTHER ISSUES GOING ON.

4X4FRLE27D1 [REDACTED] 08/02/13 dfought Single Note Report

Claim:WE [REDACTED] Line:D :: Complaint:Customer States:brake controller is showing a short. one magnet is bad. test each one to see which is bad and replace :: Repair Code:10-001000 :: Description:R/R Brake Magnet, per wheel :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:ALKO AXLE PAT WE WILL NEED THE BAD PART RETURNED

4X4FRLE27D [REDACTED] 08/01/13 km Myers Single Note Report

Claim: [REDACTED] Line:C :: Complaint:Customer States:torsion axles are starting to allow passenger side to sag and rub.remove tires on all wheels and drop axles and cut brakes out. r&r axles. if new axles do not come with backing plates with brakes will have to install new brakes :: Repair Code:10-000100 :: Description:R/R Axle Assembly, each, complete (pictures) :: Auth Status:Denied :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:0.00 :: Note:ANY WARRANTY PARTS NEEDS TO GO DIRECT TO AL-CO 574-295-5206

4X4FRLE27 [REDACTED] 07/18/13 km Myers Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:as you walk by center island it pops and moves. feels like a seam in floor is moving. Has this been heard of already or is there a fix possible. or note only :: Repair Code:30-019100 :: Description:Repair Sub-Floor or Squeaks (pictures) :: Auth Status:Under Review :: FR Hrs:0.30 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:WE WILL NOTE THIS IN THE SYSTEM THANKS

4X4FRLE27D [REDACTED] 07/18/13 km Myers Single Note Report

Claim:V [REDACTED] Line:B :: Complaint:Customer States:floors are soft and flexes by the entry door. need a repair or thoughts or note only :: Repair Code:30-019100 :: Description:Repair Sub-Floor or Squeaks (pictures) :: Auth Status:Under Review :: FR Hrs:0.30 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:I DONT KNOW WHAT WOULD HAVE CAUSED THE FLOOR TO HAVE A SOFT SPOT, PLEASE CALL IF WE CAN HELP IN ANYWAY

4X4FRLE27D [REDACTED] 04/10/13 DFOUGHT Single Note Report

OUTHED THE DEALER TO PURCHASE A SKYLIGHT LOCALLY. THERE CONTINUES TO BE CONDENSATION IN THE SKYLIGHT AND CUSTOMER IS CONCERNED ABOUT ROOF DECKING DAMAGE. THE DEALER IS GOING TO TRY TO FIND A SEALED SKYLIGHT.

4X4FRLE27D [REDACTED] 04/02/13 SMCGEE Single Note Report

Customer called and said before the Great Outdoors replaced his skylight he never had condensation and now it has alot of condensation. I told customer I would send Great Outdoors another skylight and they can replace it again and see if that helps.

4X4FRLE270 [REDACTED] 02/05/13 KMOSHER Single Note Report

Alpha has sent out the repair kit for the skylight on this unit on 2/4/13 (Per Monica via email).

4X4FRLE270 [REDACTED] 01/15/13 dfought Single Note Report

Claim:V [REDACTED] : Line:A :: Complaint:Customer States:propane automatic switch will not switch to other tank. regulator will net to driver side and pull from passenger side. not the other way around. red indicator never changed to green even when lp systme is in use. r&r regulator :: Repair Code:50-000200 :: Description:R/R LP Regulator (includes leak test) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

4X4FRLE27D [REDACTED] 01/07/13 DSCHACHT Single Note Report

Work Order and Service Summary on file.

4X4FRLE270 [REDACTED] 12/12/12 DSCHACHT Single Note Report

Signed SURF on file. BB Done

4X4FRLE270 [REDACTED] 12/03/12 KMOSHER Single Note Report

LIPPERT CALL CENTER 11/26/12 - 367601

Dir called and floor is bowing wanting to know if we have a fix or any other tests he can run advised dealer we do not make the unit, that he would need to contact the oem, he did and they sent him to lippert even though he new it was not a lippert issue

4X4FRLE27D [REDACTED] 11/29/12 DSCHACHT Single Note Report

Emailed SURF to Julie at the Great Outdoors RV. Forest River will cover all. Bring back 1st avail per Doug F.

4X4FRLE27 [REDACTED] 11/27/12 dfought Single Note Report

Claim:V [REDACTED] : Line:B :: Complaint:Customer States:dinette slide out floor creeks on far end and floor is soft between table and entertainment center. framing under floor on outer edge is bent down in center and rear edge. floor bows down in ceter and feels soft. need advise. need to rebui :: Repair Code:30-019500 :: Description:Repair Hardwood Floor (pictures), if more than .30 :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:8.00 :: Hrs Auth:0.00 :: Note:WE WILL NEED TO BRING BACK THE UNIT FOR THE REPAIR.

4X4FRLE27D1 [REDACTED] 11/26/12 DFOUGHT Single Note Report

PICS ON FILE OF THE FLOOR, THE DEALER IS GETTING WITH THE RETAIL ON A BB DATE.

4X4FRLE27D [REDACTED] 11/26/12 DFOUGHT Single Note Report

PER DEALER THERE IS A SOFT FLOOR IN THE SLIDE OUT, WE HAD THE DEALER CALL LIPPERT TO MAKE SURE IT IS NOT A SLIDE COMPONENT FAILURE, THE DEALER IS NOW SAYING THE ACTUAL FLOOR IS BOWED, THEY ARE GETTING PICS AND WE MAY NEED TO BRING IT BACK AND REPLACE THE DS SLIDE OUT FLOOR.

4X4FRLE27D [REDACTED] 11/20/12 SALDERFER Single Note Report

Having Julie contact Lippert on the bending of the frame.

4X4FRLE27D [REDACTED] 11/20/12 dfought Single Note Report

Claim: [REDACTED] Line:G :: Complaint:Customer States:lino bubbling by dinette table. pull carpet along passenger side by dinette slide . pull back lino and apply floor glue. relay lino and smooth out. relay carpet and staple in place :: Repair Code:30-018900 :: Description:Repair Linoleum (pictures), if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:4.00 :: Hrs Auth:4.00 :: Note:

4X4FRLE27D [REDACTED] 11/20/12 dfought Single Note Report

Claim: [REDACTED] Line:D :: Complaint:Customer States:water fill leaks underneath after filling. fill nozzle at tank is leaing. frame support for fresh tank is bent. drain tank and remove fill hose. clean and reinstall hose with fresh sealant. remove frame member and instll new member. fill f :: Repair Code:60-000200 :: Description:R/R Fresh Water Fill Hose :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:1.50 :: Hrs Auth:1.50 :: Note:

4X4FRLE27D [REDACTED] 11/20/12 dfought Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:grey tank registers empty all the time. white ground wire for sensor probe was cut. reconnected wires and tested. :: Repair Code:40-683530 :: Description:Repair 12 Volt Interior Monitor Panel Positive Wire Connection :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.30 :: Hrs Auth:0.30 :: Note:

4X4FRLE27D [REDACTED] 11/20/12 salderfer Single Note Report

Claim: [REDACTED] Line:C :: Complaint:Customer States:propane automatic switch will not switch to other tank. regulator will set to driver side and pull from passenger side. not the other way around. red indicatore never to to green even when lp system is in use. r&r regulator :: Repair Code:50-000200 :: Description:R/R LP Regulator (includes leak test) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:1.00 :: Hrs Auth:0.50 :: Note:Flat Rate is .5

4X4FRLE27D [REDACTED] 11/20/12 salderfer Single Note Report

Claim: [REDACTED] Line:E :: Complaint:Customer States:dinette table is discoloring. r&r table :: Repair Code:30-006700 :: Description:R/R Free Standing Dinette Table (pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.75 :: Hrs Auth:0.20 :: Note:Flat Rate is .2

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	RL1846132	ROCKWOOD LITE WEIGHT	RLF8289WS	09/28/13	10/07/13	S.MCGEE	
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-60681	4X4FRLE27D [REDACTED]	08/03/12	08/03/13	[REDACTED]	10/09/13	\$1,840.00	No

Servicing Dealer: Dealer # 0069266 LbrRt: \$0.00 KMOSHER 11/08/13	NUNN, JIM 1908 31ST AVE GREELEY CO 80634 STATES	Phone: (970) 324-6988 Fax:	[REDACTED] Greeley CO [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$1,760.00	1.00	\$80.00	\$1,840.00
Summary for Claim (1 detail record)			\$1,760.00	1.00	\$80.00	\$1,840.00

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

VIN	Date	User	
4X4FRLE29D [REDACTED]	10/16/14	jdreier	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States:REAR WINDOW IS LEAKING/ LEAKING THRU ALL PARTISIAN AND TOP OF WINDOW/ REPLACE WINDOW GOODWILL PER CHRIS HOLLOWELL :: Repair Code:20-018400 :: Description:R/R Window (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:</p>			
4X4FRLE29D [REDACTED]	10/15/14	CHOLLOWELL	Single Note Report
<p>Customers large window in rear of unit has developed severe leak. Appears weatherstrip on window has disintegrated. Customer would like to know if any goodwill can be extended to them to replace window. Anything you can do to help would be appreciated Thanks Jene</p>			
4X4FRLE29D [REDACTED]	06/05/14	CHOLLOWELL	Single Note Report
<p>Rcvd email from customer asking about status of tire blow out reimbursement. I have not yet received a receipt showing replacement of the tire in order to request reimbursement of \$75</p>			
4X4FRLE29D [REDACTED]	05/19/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States:DRIVER SIDE FRONT LEG PIN IS HARD TO PUT IN PLACE/ REMOVE PIN AND DRILL OUT HOLE A LITTLE LARGER FOR BETTER FIT :: Repair Code:10-004700 :: Description:R/R Pin Box :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:</p>			
4X4FRLE29D [REDACTED]	04/16/14	chollowell	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States:WHEEL WELLS ARE RUBBING TIRES AND HAS CAUSED 2 TIRE BLOW OUTS. UNIT SITS TO CLOSE TO TIRES/ NEEDS AXEL RISER KIT AND NEED TO REPLACE BOTH WHEEL WELLS :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:4.00 :: Hrs Auth:2.00 :: Note:Goodwill authorization for riser kit. Customer not part of 13V554. Labor for riser kit only pays 2.0 hrs.</p>			
4X4FRLE29D [REDACTED]	04/08/14	rbeller	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States:WHEEL WELLS ARE RUBBING TIRES AND HAS CAUSED 2 TIRE BLOW OUTS. UNIT SITS TO CLOSE TO TIRES/ NEEDS AXEL RISER KIT AND NEED TO REPLACE BOTH WHEEL WELLS :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Denied :: FR Hrs:1.00 :: Req Hrs:4.00 :: Hrs Auth:0.00 :: Note:This unit is not a part of the riser kit recall and this has not been authorized.</p>			
4X4FRLE29D [REDACTED]	03/14/14	CHOLLOWELL	Single Note Report
<p>customer contacted LionsHead tire for warranty coverage on tire blowout. Lionshead has denied the claim and sent them to FR for coverage. I have requested pictures and additional information.</p>			
4X4FRLE29D [REDACTED]	12/16/13	chollowell	Single Note Report

Claim [REDACTED] : Line:C :: Complaint:Customer States: BEDROOM DOOR HAS GASH IN IT AND NEEDS R&R :: Repair Code:30-014300 :: Description:R/R Passage Door :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

4X4FRLE29D [REDACTED] 12/16/13 chollowell Single Note Report

Claim [REDACTED] : Line:B :: Complaint:Customer States:DISCOLORATION ON TOP OF DINING ROOM TABLE/R&R DINETTE TABLE TOP :: Repair Code:30-005600 :: Description:R/R Dinette Table Top (Booth) (Pictures) :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:

4X4FRLE29D [REDACTED] 12/06/13 chollowell Single Note Report

Claim [REDACTED] Line:B :: Complaint:Customer States:DISCOLORATION ON TOP OF DINING ROOM TABLE/R&R DINETTE TABLE TOP :: Repair Code:30-005600 :: Description:R/R Dinette Table Top (Booth) (Pictures) :: Auth Status:Under Review :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.00 :: Note:Pictures are required for authorization

4X4FRLE29D [REDACTED] 12/06/13 chollowell Single Note Report

Claim [REDACTED] Line:C :: Complaint:Customer States: BEDROOM DOOR HAS GASH IN IT AND NEEDS R&R :: Repair Code:30-014300 :: Description:R/R Passage Door :: Auth Status:Under Review :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:Pictures are required for authorization

4X4FRLE29D [REDACTED] 11/20/13 System Single Note Report

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

4X4FRLE29D [REDACTED] 11/12/13 makins Single Note Report

Claim [REDACTED] Line:A :: Complaint:Customer States: SEWER VALVE LEAKING, NOT SURE IF BLACK OR GREY TANK/ FILLED TANKS TESTED GATE VALVES ALL WORKING, NO LEAKS AT GATE VALVES, FOUND LEAK WAS AT END OF SEWER PIPE DUE TO MISSING CAP SEAL. REPLACED SEAL :: Repair Code:60-004400 :: Description:R/R Sewer Cap Cover :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.62 :: Hrs Auth:0.62 :: Note:

4X4FRLE29D [REDACTED] 10/11/13 smcgee Single Note Report

Claim [REDACTED] Line:A :: Complaint:Customer States: PLEASE SEE CLAIM [REDACTED] PREVIOUS WARRANTY ADMINISTRATOR DID NOT APPLY ANY OF THE PARTS BEFORE SUBMITTING CLAIM. I HAVE INCLUDED THE APPROVAL NUMBERS WHERE NEEDED. :: Repair Code:30-014100 :: Description:R/R Free Standing Coffee Table/End Table :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:parts only

4X4FRLE29D [REDACTED] 07/11/13 KMOSHER Single Note Report

Alpha has sent out the repair kit for the skylight on this unit on 7/10/13 (Per Monica via email).

4X4FRLE29D [REDACTED] 05/28/13 kmyers Single Note Report

Claim: [REDACTED] :: Line:B :: Complaint:Customer States: bedroom door has gash, need to r&r :: Repair Code:30-014300 :: Description:R/R Passage Door :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

4X4FRLE290

05/28/13

smcgee

Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Customer States: discoloration on top of the dining room table :: Repair Code:30-005600 :: Description:R/R Dinette Table Top (Booth) (Pictures) :: Auth Status:Approved :: FR Hrs:0.40 :: Req Hrs:0.40 :: Hrs Auth:0.40 :: Note:

4X4FRLE290

05/28/13

smcgee

Single Note Report

Claim: [REDACTED] Line:D :: Complaint:Customer States: sewer valve leaking, grey water :: Repair Code:60-002900 :: Description:Repair Grey Water Tank, if more than 0.30 (pictures) :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:PICTURES REQUIRED FOR THIS REPAIR

4X4FRLE290

05/01/13

smcgee

Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:FRONT JACKS DO NOT WORK :: Repair Code:10-008950 :: Description:Repair Stabilizer Jack :: Auth Status:Approved :: FR Hrs:0.10 :: Req Hrs:0.34 :: Hrs Auth:0.30 :: Note:

4X4FRLE290

05/01/13

smcgee

Single Note Report

Claim: [REDACTED] :: Line:B :: Complaint:Customer States:REAR STAB JACKS-MISSING MOTOR? :: Repair Code:10-009110 :: Description:R/R Electric Stabilizer Jack Motor (Lippert) :: Auth Status:Under Review :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:CAN YOU GET A PICTURE OF THE SMASHED MOTOR? WHAT SMASHED IT?

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # [REDACTED]	Forest River Brand Name ROCKWOOD LITE WEIGHT	Model / Type # RLF8289WS	In Service Date 03/25/14	Date Repairs Completed 05/13/14	Authorization #	Mileage 1
Business # M-65113	VIN # 4X4FRLE29D [REDACTED]	D.O.P. 04/22/13	Warranty Expires 04/22/14	WRO Claim # [REDACTED]	Claim Rcvd 05/14/14	Requested Amt. \$398.75	Stock Unit No

Servicing Dealer: Dealer # 0042631 LbrRt: \$125.00 KNSMITH 05/21/14	DODD RV OF THE PENINSUL 7023 GEORGE WASHINGTON YORKTOWN VA 23692 STATES	Jene McCartin Phone: (757) 833-3633 Fax: (757) 833-3381	[REDACTED] Williamsburg VA [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
20-017600	Adjust Access Door, each		\$0.00	0.20	\$25.00	\$25.00
10-005850	R/R Cross Shaft / Landing Legs		\$0.00	0.30	\$37.50	\$37.50
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$86.25	2.00	\$250.00	\$336.25
Summary for Claim (3 detail records)			\$86.25	2.50	\$312.50	\$398.75

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

VIN	Date	User	
4X4TFLF20D	07/30/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:C :: Complaint:Customer States:Tire blew out and damaged the plastic liner in the wheel well. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Denied :: FR Hrs:0.70 :: Req Hrs:0.70 :: Hrs Auth:0.00 :: Note:This was already authorized in Line E</p>			
4X4TFLF20D	07/30/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:B :: Complaint:Customer States:Tire blew out and broke the fenderskirt on door side. :: Repair Code:20-020600 :: Description:R/R Fenderskirt (Pictures) :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:0.20 :: Hrs Auth:0.20 :: Note:</p>			
4X4TFLF20D	07/30/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States:Tire blew out from rubbing bottom of unit and damaged the bottom wrap metal on door side behind fenderwell. :: Repair Code:20-005700 :: Description:R/R Metal, Aluminum Siding, each (pictures) :: Auth Status:Approved :: FR Hrs:0.80 :: Req Hrs:0.80 :: Hrs Auth:0.80 :: Note:Covering as goodwill.</p>			
4X4TFLF20D	07/29/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:E :: Complaint:Customer States:Tire blew out and broke the plastic filler around the step at rear entrance door. :: Repair Code:20-021000 :: Description:R/R Wheel Well :: Auth Status:Approved :: FR Hrs:0.70 :: Req Hrs:0.70 :: Hrs Auth:0.70 :: Note:Covering as goodwill.</p>			
4X4TFLF20D	07/29/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States:Body damage due to tire rubbing bottom of unit and tire blew out. Was result of recall 13v554.</p> <p>Claim is attached for labor only..Do not know price of parts and freight. :: Repair Code:20-005900 :: Description:Repair Metal, Aluminum Siding, if more than 0.30 (pictures) :: Auth Status:Under Review :: FR Hrs:0.00 :: Req Hrs:3.00 :: Hrs Auth:0.00 :: Note:Either submit in</p>			
4X4TFLF20D	07/18/14	jdreier	Single Note Report
<p>Claim: [REDACTED] :: Line:A :: Complaint:Customer States:Recall 13V554. Riser kit. :: 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>			
4X4TFLF20D	07/18/14	jdreier	Single Note Report
<p>Claim:W [REDACTED] :: Line:B :: Complaint:Customer States:Repair Body damage to door side due to blowout caused by tire rubbing bottom of unit. :: Repair Code:20-005900 :: Description:Repair Metal, Aluminum Siding, if more than 0.30 (pictures) :: Auth Status:Denied :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:0.00 :: Note:Please submit claim as a sublet authorization type.</p>			
4X4TFLF20D	07/18/14	jdreier	Single Note Report

Claim: [REDACTED] 6 :: Line:C :: Complaint:Customer States:Replace tire that blew out due to tire rubbing bottom of unit. :: 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:Covering as goodwill.

4X4TFLF20 [REDACTED] 06/24/14 CHOLLOWELL Single Note Report

Rcvd email Dealer states customer blew out tire from rubbing on underside of floor. Dealer installing a riser kit per recall. Instructed dealer to file web claim for replacing tire under warranty.

4X4TFLF20 [REDACTED] 01/14/14 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

4X4TFLF20D1 [REDACTED] 12/17/12 dfought Single Note Report

Claim: [REDACTED] :: Line:D :: Complaint:Customer States:SLIDE OUT MAKING LOUD POPPING NOISE AND JUMP :: Repair Code:10-015100 :: Description:Repair Slide Out Gears :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.70 :: Hrs Auth:0.70 :: Note:

4X4TFLF20 [REDACTED] 12/17/12 dfought Single Note Report

Claim: [REDACTED] Line:B :: Complaint:Customer States:DVD PLAYER WILL NOT WORK :: Repair Code:70-004900 :: Description:R/R RADIO/DVD PLAYER :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:

4X4TFLF20D [REDACTED] 12/17/12 dfought Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:FURNACE WILL NOT LIGHT :: Repair Code:70-024600 :: Description:R/R Suburban Furnace Electrode Wire :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:1.50 :: Hrs Auth:1.25 :: Note:FLAT RATE IS .7 INCLUDING BENCH TEST ALLOWING DAIG TIME AND TIME TO ACCESS THE FURNACE.

4X4TFLF20D [REDACTED] 10/09/12 DSCHACHT Single Note Report

Retail called. Stereo issues, DVD player has picture but no sound. He travels for work and is in the Texas panhandle at this time. He called Sherman dealers and they told him to call FR. I asked about locating a dealer closer to him, he declined offer stating he just can't pick up and move everytime something goes wrong. I said that a warranty claim would need to be filed, so he was going to contact Sherman's again. I was also going to let him know that is the radio was replaced the damaged one would need to be sent back and the claim would

4X4TFLF20 [REDACTED] 07/19/12 DFOUGHT Single Note Report

Claim: [REDACTED] Line:A :: Complaint:DURING PDI UNIT FOR DELIVERY THE AIR MATTRESS WOULD NOT STAY INFLATED-OVER A PERIOD OF DAYS MATTRESS WAS INFLATED 4 TIMES AND LEAKED DOWN EVERY TIME WITH 1 HOUR-SPRAYED ENTIRE MATTRESS WITH LEAK TEST SOULTION AND WAS UNABLE TO FIND THE LEAK :: Repair Code:30-001910 :: Description:R/R Hide-A-Bed Air Mattress (pics) :: Auth Status:Denied :: FR Hrs:0.10 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:YOU WILL NEED TO

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	[REDACTED]	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	07/03/14	07/17/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-67315	4X4TFLF20D [REDACTED]	06/25/12	06/25/14	[REDACTED]	08/11/14	\$383.52	No

Servicing Dealer: Dealer # 0009705 LbrRt: \$90.00 KNSMITH 08/14/14	REED CAMPER SALES 2405 JORDAN LN HUNTSVILLE AL 35816 STATES	Chuck White Phone: (256) 830-5024 Fax: (256) 830-4682 Tremont MS US	[REDACTED] Phone [REDACTED]	Claim Num [REDACTED] Dealer RO [REDACTED]
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WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-002010	R/R Tire (Includes Rim/Wheel) (pictures)		\$176.52	0.30	\$27.00	\$203.52
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$180.00	\$180.00
Summary for Claim (2 detail records)			\$176.52	2.30	\$207.00	\$383.52

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

VIN	Date	User	
4X4TFLF20D	10/02/14	kmosher	Single Note Report
<p>Claim:W : Line:A :: Complaint:Customer States: My instructions for this claim was to refer to Chris Hollowell. (Please refer to e-mail dated 4/9/14 from Chris to me. These folks are out of warranty, but had made arrangements at our dealership to address the 13V554 Safety recall. In :: 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:4.50 :: Note:</p>			
4X4TFLF20D1	04/10/14	CHOLLOWELL	Single Note Report
<p>Customer had a blow out tire as a result from the riser kit recall clearance issue and damage to the unit from the blowout. Authorizing blow out damage under warranty, replacing the tire free and only sending tire N/C</p>			
4X4TFLF20D	04/09/14	lyoder	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States: Unit fails under NHTSA 13V554 Riser Recall. Provide service per Forest River direction. Trailer has two axles. :: 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>			
4X4TFLF20D1	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>			
4X4TFLF20D	03/18/13	kmosher	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States: Stereo not working :: Repair Code:70-000200 :: Description:R/R Wall/Cabinet Mount Radio (complete) :: Auth Status:Approved :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:Please submit the claim. In the future we will deny all claims that state "not working" as the only problem for the repair.</p>			
4X4TFLF20D	03/12/13	smcgee	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States: Stereo not working :: Repair Code:70-000200 :: Description:R/R Wall/Cabinet Mount Radio (complete) :: Auth Status:Under Review :: FR Hrs:0.50 :: Req Hrs:0.50 :: Hrs Auth:0.00 :: Note:IN ORDER FOR US TO SEND THIS RADIO BACK TO THE SUPPLIER WE NEED TO KNOW WHAT EXACTLY IS WRONG WITH IT. DOES IT POWER ON AND NOT PLAY DVD'S? RADIO WORK ETC GIVE A BETTER DESCRIPTION PLEASE.</p>			
4X4TFLF20D	10/02/12	dschacht	Single Note Report
<p>Claim: : Line:A :: Complaint:Dealer States: FRESH TANK LEAKING :: Repair Code:60-000200 :: Description:R/R Fresh Water Fill Hose :: Auth Status:Approved :: FR Hrs:0.30 :: Req Hrs:1.70 :: Hrs Auth:1.70 :: Note:DF</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 #
[REDACTED]	FL	FLAGSTAFF LITE WEIG	04/07/14	04/07/14	0	
Claim #	VIN	View VIN Options	Model	Wty Expires	WRO Claim #	U Invc.
1857337	4X4TFLF200		WFLT30WFKSS	10/08/13		
					Claim Rcvd	Dealer RO
					04/09/14	
						Requested Am
						\$220.00

Servicing Dealer <input type="checkbox"/> 0009178 Approved Rate \$110.00 01/09/13 04/21/14 KNSMITH <input type="checkbox"/>	Name METRA RV CENTER Address 850 US HWY 87 EAST City, State BILLINGS MT Zip 59101 Country UNITED STATES Phone (406) 259-2238 Parts Pending <input type="checkbox"/>	Customer Name Address [REDACTED] City, Stat WOLF POINT MT Zip [REDACTED] Country US Phone [REDACTED]	Ret Reg Pending <input type="checkbox"/>	DOP 10/08/12
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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	10-001820	065	INSTALL Torflex Axle Lift Kit (per axle) (pictures	2.00	\$220.00	\$0.00	[REDACTED]	<input type="checkbox"/>
				2.00	\$220.00	\$0.00	Claim Totals: \$220.00	

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

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

VIN: 4X4TFLF2XD [redacted] Date: 05/16/14 User: jdreier Single Note Report

Claim: [redacted] Line: C :: Complaint: Customer States: screw in front was poking out thru the vinyl insert :: Repair Code: 20-006110 :: Description: R/R Vinyl Insert (per 10') :: Auth Status: Approved :: FR Hrs: 0.10 :: Req Hrs: 0.30 :: Hrs Auth: 0.10 :: Note: Excessive time. Flat rate only. Covering as goodwill.

VIN: 4X4TFLF2XD [redacted] Date: 05/16/14 User: jdreier Single Note Report

Claim: [redacted] Line: D :: Complaint: Customer States: Wheel well re build :: Repair Code: 20-021000 :: Description: R/R Wheel Well :: Auth Status: Approved :: FR Hrs: 0.70 :: Req Hrs: 2.00 :: Hrs Auth: 2.00 :: Note: Per Chris Hollowell.

VIN: 4X4TFLF2XD [redacted] Date: 05/16/14 User: grollins Single Note Report

Claim: [redacted] Line: B :: Complaint: Customer States: J fender skirt above tires on door side is missing :: Repair Code: 20-030000 :: Description: R/R Lower Radius Metal (pictures) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 1.00 :: Hrs Auth: 1.00 :: Note:

VIN: 4X4TFLF2XD [redacted] Date: 05/16/14 User: grollins Single Note Report

Claim: [redacted] Line: A :: Complaint: Customer States: Recall on axle riser kit :: 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:

VIN: 4X4TFLF2XD [redacted] Date: 04/14/14 User: CHOLLOWELL Single Note Report

D/S unit has damage from a tire blow out to the wheel well and radius metal. Total 3.0 in labor requested plus a tire. Approved via email.

VIN: 4X4TFLF2XD [redacted] Date: 01/23/14 User: GROLLINS Single Note Report

Hi Gregg,

This customer purchased this unit 4/19 and brought in for warranty repairs on 10/9/13 one of the repairs he would like addresses is scratches and swirl marks on fiber glass under the 5th wheel by pin box. Would this be something covered under warranty? See pictures

VIN: 4X4TFLF2XD [redacted] Date: 01/14/14 User: 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 # [REDACTED]	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 01/23/14	Date Repairs Completed 05/19/14	Authorization #	Mileage 0
Batch ID# M-65333	VIN # 4X4TFLF2XD [REDACTED]	D.O.P. 04/17/12	Warranty Expires 04/17/13	WRO Claim # [REDACTED]	Claim Rcvd 05/19/14	Requested Amt. \$481.57	Stock Unit No
Servicing Dealer: Dealer # 0006231 LbrRt: \$115.00 KNSMITH 05/30/14	COATES TRAILERS 14025 FREEWAY DR W HUGO MN 55038 STATES	Jenny Monette Phone: (651) 488-0234 Fax: (651) 488-5960	[REDACTED] ST. PAUL MN [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
20-021000	R/R Wheel Well		\$0.00	2.00	\$230.00	\$230.00
20-006110	R/R Vinyl Insert (per 10')		\$0.00	0.10	\$11.50	\$11.50
20-030000	R/R Lower Radius Metal (pictures)		\$10.07	1.00	\$115.00	\$125.07
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	1.00	\$115.00	\$115.00
Summary for Claim (4 detail records)			\$10.07	4.10	\$471.50	\$481.57

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

VIN	Date	User	
4X4TFLF2XD	03/21/14	kmosher	Single Note Report
Claim: [REDACTED] : Line: B :: Complaint: Customer States: KITCHEN COUNTERTOP WARPED . :: Repair Code: 30-013000 :: Description: R/R Galley Counter Top (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 2.50 :: Hrs Auth: 2.50 :: Note:			
4X4TFLF2XD	03/21/14	jdreier	Single Note Report
Claim: [REDACTED] : Line: A :: Complaint: Customer States: COUNTERTOP FOR OUTSIDE KITCHEN IS WARPED :: Repair Code: 30-018118 :: Description: R/R Exterior Kitchen Countertop (pictures) :: Auth Status: Denied :: FR Hrs: 0.00 :: Req Hrs: 0.80 :: Hrs Auth: 0.00 :: Note: Not covered under second year warranty.			
4X4TFLF2XD1	01/29/14	kmyers	Single Note Report
Claim: [REDACTED] : Line: A :: Complaint: Customer States: TIRES RUB ON WHEEL WELLS :: 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:			
4X4TFLF2XD	01/24/14	kmyers	Single Note Report
Claim: [REDACTED] : Line: C :: Complaint: Customer States: REFRIGERATOR THAT WAS INSIDE COMPARTMENT HAD DOOR BLOW OFF WHEN COMPARTMENT DOOR FELL OFF :: Repair Code: 70-037000 :: Description: R/R MINI REFRIGERATOR (DANBY) :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.00 :: Hrs Auth: 0.30 :: Note:			
4X4TFLF2XD	01/23/14	chollowell	Single Note Report
Claim: W [REDACTED] : Line: D :: Complaint: Customer States: LOWER SECTION OF SHEET METAL & FENDER SKIRT ON TRAILER DAMAGED FROM COMPARTMENT DOOR FALLING OFF :: Repair Code: 20-030000 :: Description: R/R Lower Radius Metal (pictures) :: Auth Status: Approved :: FR Hrs: 0.50 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: PER KEVIN MEYERS			
4X4TFLF2XD	01/23/14	chollowell	Single Note Report
Claim: [REDACTED] : Line: B :: Complaint: Customer States: COMPARTMENT DOOR FLEW OFF WHILE TOWING UNIT CAUSING VARIOUS DAMAGE TO TRAILER :: Repair Code: 20-015950 :: Description: Repair Compartment Door Frame (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: PER KEVIN MEYERS			
4X4TFLF2XD	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			
4X4TFLF2XE	07/15/13	KMYERS	Single Note Report

Forest River's Division of Rockwood RV's has agreed to extend Mr. Brian Vos standard "One Year Limited Warranty" out until 12/18/2014

The warranty covers the exact items the original warranty covered. The warranty does not include care and routine maintenance, physical damage, neglect or misuse. A copy of the warranty is listed on page 2 of the "Owner's Manual"

4X4TFLF2XD1 [REDACTED] 07/12/13 KMYERS Single Note Report

SENT OUT 4 NEW TIRES

4X4TFLF2XD1 [REDACTED] 07/11/13 KMYERS Single Note Report

Repair authorization with Auth No. [REDACTED] for 3.00 hours was issued to dealer:0009790 Dealer States: installed the lift kit Internal Note:

4X4TFLF2XD1 [REDACTED] 07/10/13 KMYERS Single Note Report

WE CAN COVER PARTS NO LABOR ON THE DAMAGE FROM THE COMPARTMENT DOOR. WE WILL COVER THE PARTS AND LABOR THE THE LIFT KIT OR AXELS.

4X4TFLF2XD1 [REDACTED] 07/03/13 KMYERS Single Note Report

SENT OUT LIFT KIT TO MATT

4X4TFLF2XD1 [REDACTED] 07/02/13 KMYERS Single Note Report

JAMIE CALLED THEIR TRAILER IS AT SCENIC TRAVELER 262-677-9026 MATT THE TIRES ARE RUBBING THE FENDERS THE AWNING HITS THE DOOR AND THE OUTSIDE KITCHEN DOOR CAME OFF THE PULLING THE TRAILER.

All Note Report

Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # [REDACTED]	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WTBSK	In Service Date 07/02/13	Date Repairs Completed 12/11/13	Authorization #	Mileage 0
Batch ID# M-62702	VIN # 4X4TFLF2XD [REDACTED]	D.O.P. 12/18/12	Warranty Expires 12/18/14	WRO Claim # [REDACTED]	Claim Rcvd 01/29/14	Requested Amt. \$204.36	Stock Unit No

Servicing Dealer: SCENIC TRAVELER, INC				[REDACTED]		Claim Num [REDACTED]
Dealer # 0010054	3155 SCENIC RD		Matt Wingers	[REDACTED]	Phone	[REDACTED]
LbrRt: \$116.00	SLINGER	WI	Phone: (800) 568-2216	[REDACTED]	Dealer RO	
KNSMITH 02/12/14	53086	STATES	Fax: (262) 677-3186	BURLINGTON	WI	WARRANTY REPAIR CLAIM FORM
				[REDACTED]	US	

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$14.36	2.00	\$190.00	\$204.36
Summary for Claim (1 detail record)			\$14.36	2.00	\$190.00	\$204.36

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



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-7558

December 22, 2014

Susan E. Davis, Consumer Protection Specialist
Consumer Protection Division
State of North Carolina Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

Dear Susan,

I am writing you to acknowledge receipt of the State of North Carolina Consumer Complaint form referencing File No. [REDACTED] on December 18, 2014 by Forest River Inc. We have reviewed the complaint concerning the Flagstaff travel trailer (Serial # [REDACTED]) that we manufactured and distributed.

According to the information provided, Mr. [REDACTED] is experiencing difficulty when towing this unit and has stated that the unit is "tilted" when leveled and setup. The unit is currently at Tom Johnson Camping of Concord for repair of handling issues. The dealership's service technicians have checked the unit for abnormalities and towed the trailer with a company truck. No issues were found and it towed normally for them. They asked the customer to bring in his truck so they could duplicate what he is experiencing and he refused. He stated that he could not tow it safely and was not willing to change his tires or do anything to help improve the towing of the trailer.

We are working with Tom Johnson Camping to have these issues diagnosed and repaired under warranty. However, without the cooperation of the customer, we do not have enough information to determine a resolution. A riser kit was previously added to this trailer in accordance with a factory recall pertaining to tire clearance in the wheel wells of this trailer. We would like to be able to check the hitch height to determine if adjustments have been made to compensate for the addition of the riser kit and to compare the difference in handling between his truck and that driven by the service technicians. Once we are able to determine the cause and a resolution for the handling issues that Mr. [REDACTED] is experiencing, we will assist Tom Johnson's service department to insure that the trailer performs to our production standards.

We appreciate the service you provide through the distribution of these complaints.

Sincerely,

Brett Doberenz
Flagstaff Division
Forest River Inc.
(574) 642-8906

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ENCLOSURE 4

RQ14-004
FOREST RIVER'S
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ENCLOSURE 4

711	070314	WAGONS	Single Note Report
<p>RETAIL SAID TODAY THAT HE JUST DONT WANT TO FOOL WITH HIS TRAILER ANYMORE, IT DOSE NOT HANDLE WELL, DOSE NOT WANT TO BUY NEW TIRES , EVEN THO I SAID I WOULD GIVE HIM UP TO 75 PER TIRE. I HAD HIM HAPPY ONE DAY BUT THEN HE CHANGES HIS MIND THE NEXT. HE WANTS HIS MONEY BACK. I DID TELL HIM HE WILL HAVE TO TALK TO HIS DEALER ON THIS MATTER. HE DOSE NOT WANT ANYMORE REPAIRS OR ADVICE ON REPAIRS . JUST WANT HIS MONEY BACK</p>			
711	070314	WAGONS	Single Note Report
<p>CALLED THE RETAIL , HE WAS NOT HAPPY WITH THE DEALER . AND STILL SAYS HIS UNIT IS NOT SAFE TO DRIVE. AND THE DEALER AND FORESTRIVER SHOULD WANT TO TRY AND MAKE HIS FAMILY FEEL SAFE IN THERE UNIT. SO I TOLD THE RETAIL DEALER HAS DONE EVERYTHING , AND RETAIL IS STIL NOT HAPPY. RETAIL DID SAY THAT IS TIRE PRESSER KEEPS GOING DOWN BUT HE ALWAYS CHECKS IT. SO I TOLD RETAIL THAT I WOULD COVER UP TO 75 PER TIRE FOR 5 TIRES. THEN I TOLD</p>			
711	070717	WAGONS	Single Note Report
<p>I GOT A HOLD OF THE DEALER TODAY AND TALKED WITH SERVICE THERE AT THE DEALER. ASKED WERE THEY WERE AT WITH THIS RETAILS CONCERNS. THE DEALER STATED THAT THE RETAIL CLAIMS AFTER THE LIFT KIT WAS PUT ON THAT HIS RIG WAS ALL OVER THE ROAD AND JUST DONT FEEL SAFE ANYMORE DRIVING HIS UNIT. DEALER HAS HAD SEVERAL OF HIS SERVICE GUY TRYING TO RECREATE THE RETAILS COMPLAINTS. THE DEALER ADJUSTED THE HITCH AND CHECKED THE</p>			
711	072217	WAGONS	Single Note Report
<p>I HAVE CALLED THE SERVICE MANAGER AND ASKED HIM WHAT WE CAN DO TO HELP WITH THE RETAILS ISSUE, VINCE SAID HE WAS OUT ON A CALL AND WHEN HE IS BACK IN THE OFFICE THAT HE WILL EMAIL ME THE DETAILS.</p>			
711	070714	WAGONS	Single Note Report
<p>Dealer states customer has issues with camper "all over the road" after riser kit was installed. Dealer sent tech to the camper to adjust the hitch for the customer and returned to dealership and said everything was fine. A month and half later customer is now afraid to move camper because he says he can't handle the camper. I told dealer camper needs brought to dealer to verify the riser kit was installed correctly or if this is an overweight issue or customer use problem. Willing to consider goodwill coverage depending on information received from</p>			
711	072717	WAGONS	Single Note Report
<p>Claim : Line:A :: Complaint:Customer States: PERFORMED AXLE RECALL 2/22, CUSTOMER HAS RETURNED NOW FOR THE REPLACEMENT OF DAMAGED WHEEL WELLS FROM TIRES RUBBING. TIRES WORE THROUGH THE MEMBRANE EXPOSING FLOOR. SUBMITTING TO REPLACE FENDER WELL INSERTS. R/R TIRES ON BOTH SIDES, R/R :: 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:</p>			
711	072717	WAGONS	Single Note Report
<p>Claim : Line:A :: Complaint:Customer States:DEXTER AXLES, INSPECTED, NEEDS RECALL 13V554. INSTALL RISER KIT FOR DEXTER AXLE PER RECALL INSTRUCTIONS :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:2.00 :: Note:</p>			
711	072217	WAGONS	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

ALUMINUM

ALUMINUM

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # [REDACTED]	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 01/20/14	Date Repairs Completed 02/18/14	Authorization #	Mileage 0
Batch ID# M-63235	VIN # 4X4TFLF20 [REDACTED]	D.O.P. 02/08/13	Warranty Expires 02/08/14	WRO Claim # [REDACTED]	Claim Rcvd 02/18/14	Requested Amt. \$210.00	Stock Unit No

Servicing Dealer: Dealer # 0002565 LbrRt: \$112.00 MABURNS 03/06/14	TOM JOHNSON CAMPING CE 6700 BRUTON SMITH BLVD CONCORD NC 28027 STATES	Ann McCreight Phone: (704) 455-1440 Fax: (704) 455-1431	[REDACTED] ROCK HILL SC [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	2.00	\$210.00	\$210.00
Summary for Claim (1 detail record)			\$0.00	2.00	\$210.00	\$210.00

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

VIN	Date	User	
4X4TFLF20D	11/02/14	chollowell	Single Note Report
<p>Claim [REDACTED] Line:A :: Complaint:Customer States: EMERGENCY WINDOW IS LEAKING ONTO NIGHT STAND R/R WINDOW 23 1/4 X 31 1/4 :: Repair Code:20-018400 :: Description:R/R Window (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:1.00 :: Note:</p>			
4X4TFLF20D	07/31/14	System	Single Note Report
<p><p>claim [REDACTED] has been archived due to being 180+ days old and never submitted.</p></p>			
4X4TFLF20D	07/11/14	jdreier	Single Note Report
<p>Claim [REDACTED] Line:A :: Complaint:Customer States: EMERGENCY WINDOW IS LEAKING ONTO NIGHT STAND R/R WINDOW 23 1/4 X 31 1/4 :: Repair Code:20-018400 :: Description:R/R Window (pictures) :: Auth Status:Under Review :: FR Hrs:1.00 :: Req Hrs:1.00 :: Hrs Auth:0.00 :: Note:Unit is out of warranty. Please attach pictures and request authorization again for goodwill consideration.</p>			
4X4TFLF20D	03/13/14	jdreier	Single Note Report
<p>Claim [REDACTED] Line:A :: Complaint:Customer States: 1) Complaint PER THE CUSTOMER THE POWER TONGUE JACK IS MAKING A HORRIBLE GRINDING NOISE. R/R TONGUE JACK</p>			
4X4TFLF20D	02/24/14	kmosher	Single Note Report
<p>Claim [REDACTED] Line:B :: Complaint:Customer States: Power panel in bedroom is cracking in all 4 corners :: Repair Code:40-009900 :: Description:Repair Monitor Panel Wiring/Harness, if more than 0.30 (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.50 :: Hrs Auth:0.50 :: Note:Wrong repair code.</p>			
4X4TFLF20D	02/10/14	kmosher	Single Note Report
<p>Claim [REDACTED] :: Line:C :: Complaint:Customer States: Tires are rubbing wheel well, no room between tires and 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:</p>			
4X4TFLF20D	01/17/14	kmyers	Single Note Report
<p>Claim [REDACTED] :: Line:B :: Complaint:Customer States: A/C SMELLES LIKE BURNING WIRES - FOUND NEUTRAL WIRE ON MAIN NOT TIGHT, NOT TOUCHING SET SCREW-PULLED BREAKER PANEL . CUT BURNT WIRING , RESTRIPPED AND REPAIRED CONNECTION, TESTED SYSTEM :: Repair Code:40-008800 :: Description:Repair 110 Volt Wiring, if more than 0.30 (pictures) :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.00 :: Hrs Auth:1.70 :: Note: [REDACTED] 1/16/2014 [REDACTED]</p>			
4X4TFLF20D1	01/16/14	CHOLLOWELL	Single Note Report

R'cvd email from Kmeyers from Country Camping Corner about tire rubbing on underside of floor. Evaluated pictures and contacted BJ in service. Instructed BJ to order riser kit and submit WEB claim for repair.

4X4TFLF20D 01/15/14 kmeyers Single Note Report

Claim: [REDACTED] :: Line: B :: Complaint: Customer States: A/C SMELLES LIKE BURNING WIRES - FOUND NEUTRAL WIRE ON MAIN NOT TIGHT, NOT TOUCHING SET SCREW-PULLED BREAKER PANEL, CUT BURNT WIRING, RESTRIPPED AND REPAIRED CONNECTION, TESTED SYSTEM :: Repair Code: 40-008800 :: Description: Repair 110 Volt Wiring, if more than 0.30 (pictures) :: Auth Status: Under Review :: FR Hrs: 0.00 :: Req Hrs: 0.00 :: Hrs Auth: 0.00 :: Note: Hours Requested ?

4X4TFLF20D 01/15/14 grollins Single Note Report

Claim: [REDACTED] :: Line: I :: Complaint: Customer States: THERE IS A CONDENSATION LEAK IN THE CEILING IN THE BATHROOM NEAR THE A/C VENT- REMOVED INSIDE VENT RRIM RING, FOUND HOLE WHERE WIRES ARE. FILLED HOLE WITH PUTTY, REINSTALLED TRIM RING. TESTED. :: Repair Code: 30-021050 :: Description: R/R A/C Ceiling Vent/Ducted (pictures-Canada only) :: Auth Status: Approved :: FR Hrs: 0.10 :: Req Hrs: 0.50 :: Hrs Auth: 0.30 :: Note:

4X4TFLF20D 01/15/14 grollins Single Note Report

Claim: [REDACTED] :: Line: A :: Complaint: Customer States: DVD PLAYER MAKES A LOUD ELECTRICAL POP AND SHUTS OFF DURING A MOVIE- INTERIOR TO PLAYER- R/R DVD PLAYER :: 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:

4X4TFLF20D 01/15/14 grollins Single Note Report

Claim: [REDACTED] :: Line: H :: Complaint: Customer States: THE BLIND OVER THE BEDROOM DRESSER MESSED UP AND HAS NOT BUNCHED UP CORRECTLY AT THE BOTTOM SINCE THEN- SHADE WAS HITTING WINDOW SCREWS- R/ VALANCE, R/ SHADE, THEN MOUNTED SHADE TO VALANCE, ADJUSTED STRING. REINSTALLED ALL. :: Repair Code: 30-009675 :: Description: Repair Day/Night Shade :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.70 :: Hrs Auth: 0.40 :: Note:

4X4TFLF20D 01/15/14 grollins Single Note Report

Claim: [REDACTED] :: Line: G :: Complaint: Customer States: THE CEILING TAPE ALONG THE SEAM ABOVE THE PANTRY IS HANGING LOOSE WHERE IT MEETS THE WALL- REMOVED MOLDING, GLUED PAPER BACK ON, STAPLED MOLDING BACK INTO PLACE. :: Repair Code: 30-016900 :: Description: Repair Ceiling Panel (pictures) :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.30 :: Hrs Auth: 0.30 :: Note:

4X4TFLF20D18 01/15/14 KMYERS Single Note Report

CALLED THE DEALER HE THINKS THERE NO SPACE IN THE WHEEL WELL A HAVE PICTURES IN THE DCC VIEWER I CAN SEE OVER 3" ON THE PICTURES

4X4TFLF20D 01/15/14 grollins Single Note Report

Claim: [REDACTED] :: Line: F :: Complaint: Customer States: THE BEDROOM ENTRY DOOR COMES OPEN DURING TRAVEL- STRIKER BENT IN AND HANDLE IS LOOSE- STRAIGHTENED STRIKER PLATE, TIGHTENED HANDLE, CLEANED AND LUBED KEEPS, ON BOTH ENTRY DOORS. :: Repair Code: 20-012300 :: Description: Adjust Entry Door :: Auth Status: Approved :: FR Hrs: 0.30 :: Req Hrs: 0.50 :: Hrs Auth: 0.50 :: Note:

4X4TFLF20D 01/15/14 grollins Single Note Report

4X4TFLF20D1	01/11/14	kmyers	Single Note Report
Claim: [REDACTED] Line: B :: Complaint: Customer States: THERE IS RUST ON BOTH SETS OF ENTRY STEPS AND FRONT TONGUE- SANDED AND REPAINTED AREA. :: Repair Code: 10-006600 :: Description: Sand & Touch-Up Paint On Entry Step :: Auth Status: Denied :: FR Hrs: 0.25 :: Req Hrs: 1.20 :: Hrs Auth: 0.00 :: Note: no pics			
4X4TFLF20	01/11/14	kmyers	Single Note Report
Claim: [REDACTED] Line: A :: Complaint: Customer States: Front power jack sometimes works and sometimes dont :: 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:			
4X4TFLF20	01/11/14	kmyers	Single Note Report
Claim: [REDACTED] Line: B :: Complaint: Customer States: Campaign #13V554000 on axle suspension :: Repair Code: 10-001820 :: Description: INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status: Under Review :: FR Hrs: 1.00 :: Req Hrs: 2.00 :: Hrs Auth: 0.00 :: Note: THIS REQUIRES A PICTURE. PLEASE ATTACH PICTURES AND RESUBMIT THE CLAIM			
4X4TFLF20	01/11/14	KMYERS	Single Note Report
UNIT IS NOT IN THE RECALL!!!! LIST . ASKED DEALER TO ATTACH PICTURES AND RESUBMIT THE CLAIM			
4X4TFLF20	01/11/14	kmyers	Single Note Report
Claim: [REDACTED] Line: B :: Complaint: Customer States: Campaign #13V554000 on axle suspension :: 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: 0.00 :: Note:			
4X4TFLF20	12/13/13	kmyers	Single Note Report
Claim: [REDACTED] Line: B :: Complaint: Customer States: THERE WAS WATER LEAKING UNDER THE LEFT SINK IN THE BATHROOM , THE CUSTOMER TIGHTENED THE LOOSE FITTINGS BUT HTE COLOR IS OFF THE VERY BOTTOM SEAM OF THE CABINET ON THE OUTSIDE- RESTAINED THE WOOD TO MATCH. :: Repair Code: 30-012600 :: Description: Repair Cabinet Stiles (pictures) :: Auth Status: Approved :: FR Hrs: 0.00 :: Req Hrs: 0.30 :: Hrs Auth: 0.30 :: Note:			
4X4TFLF20	12/12/13	grollins	Single Note Report
Claim: WEB1092393 Line: A :: Complaint: Customer States: THE BATHROOM DOOR WILL NOT LATCH- ADJUSTED STRIKER AND DOOR KNOB :: Repair Code: 30-014700 :: Description: Adjust Passage Door :: Auth Status: Approved :: FR Hrs: 0.20 :: Req Hrs: 0.55 :: Hrs Auth: 0.20 :: Note:			
4X4TFLF20	12/11/13	makins	Single Note Report
Claim: [REDACTED] Line: B :: Complaint: Customer States: THERE WAS WATER LEAKING UNDER THE LEFT SINK IN THE BATHROOM , THE CUSTOMER TIGHTENED THE LOOSE FITTINGS BUT HTE COLOR IS OFF THE VERY BOTTOM SEAM OF THE CABINET ON THE OUTSIDE- RESTAINED THE WOOD TO MATCH. :: Repair Code: 30-012600 :: Description: Repair Cabinet Stiles (pictures) :: Auth Status: Under Review :: FR Hrs: 0.00 :: Req Hrs: 0.30 :: Hrs Auth: 0.00 :: Note: Repair code requires Pictures			
4X4TFLF20D	10/04/13	fyoder	Single Note Report

4X4TFLF20D	10/04/13	fyoder	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer States: PER THE CUSTOMER THE DVD PLAYER KEEPS SHUTTING OFF DURING A MOVIE. THE CUSTOMER INDICATES THE TELEVISION SCREEN GOES BLANK AND THEN THE DVD PLAYER MAKES A LOUD ELECTRICAL POP AND</p>			
4X4TFLF20D	07/25/13	SMCGEE	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer States: PER THE CUSTOMER THE DVD PLAYER KEEPS SHUTTING OFF DURING A MOVIE. THE CUSTOMER INDICATES THE TELEVISION SCREEN GOES BLANK AND THEN THE DVD PLAYER MAKES A LOUD ELECTRICAL POP AND</p>			
4X4TFLF20D1	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:B :: Complaint:Customer States: PER THE CUSTOMER THE RADIO REMOTE CONTROL DOES NOT OPERATE. TIGHTENED SPRINGS ON REMOTE THAT HOLDS BATTERIES AND TESTED REMOTE FROM DIFFERENT POSITIONS. :: Repair Code:70-002000 :: Description:R/R Radio Remote :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.40 :: Hrs Auth 0.00 ::</p>			
4X4TFLF20D	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:A :: Complaint:Customer States:PER THE CUSOTMER THE DRAWER UNDER THE BED, LEFT IS LOOSE AND THE RIGHT SIDE MOVES "HARD". FOUND DRAWER GLIDE NOT STRAIGHT UP AND DOWN- R/R BOTH DRAWER GLIDES- NO PICS TAKEN :: Repair Code:30-011800 :: Description:R/R Drawer Hardware/Tracks</p>			
4X4TFLF20D	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:C :: Complaint:Customer States:PER THE CUSTOMER THE BEDROOM SLIDE OUT GOES IN/OUT CROOKED. READJUSTED SLIDE UP AND DOWN, SIDE TO SIDE :: Repair Code:10-012800 :: Description:Adjust Slide Out Room, if more than 0.30 :: Auth Status:Approved :: FR Hrs:0.00 :: Req Hrs:0.60 :: Hrs Auth:0.50 :: Note:</p>			
4X4TFLF20D	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:E :: Complaint:Customer States:PER THE CUSTOMER BOTH OF THE LOW POINT LINES/CAPS LEAK/DRIP WATER. FOUND WASHER TURNED BACKWARDS AND LINES LOOSE- REMOVED CAPS, TURN WASHER OVER AND TIGHTENED, TESTED, NO LEAKS. :: Repair Code:60-005100 :: Description:Repair Drainage Lines, if more than 0.30 :: Auth</p>			
4X4TFLF20D	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:D :: Complaint:Customer States:PER THE CUSTOMER THE ENTRY STEP T THE BEDROOM DOOR ARE RUSTED & DIFFICULT TO PULL IN/OUT. FOUND BOLTS RUSTED AND LOOSE- TIGHTEN BOLTS, LUBED STEPS AND PAINTED STEPS. SEE PICS :: Repair Code:10-006600 :: Description:Sand & Touch-Up Paint On</p>			
4X4TFLF20D1	07/25/13	smcgee	Single Note Report
<p>Claim: [REDACTED] Line:D :: Complaint:Customer States:PER THE CUSTOMER THE ENTRY STEP T THE BEDROOM DOOR ARE RUSTED & DIFFICULT TO PULL IN/OUT. FOUND BOLTS RUSTED AND LOOSE- TIGHTEN BOLTS, LUBED STEPS AND PAINTED STEPS. SEE PICS :: Repair Code:10-006600 :: Description:Sand & Touch-Up Paint On</p>			
4X4TFLF20D	06/25/13	kmyers	Single Note Report

Claim: [REDACTED] Line:A :: Complaint:Customer States:PER THE CUSTOMER THERE IS AN EXCESSIVE AMOUNT OF RUST IN THE AXLE, HITCH AND UNDERARRIAGE.SEE ATTACHED PICS- SAND AND CLEAN RUSTY AREAS, PAINT ALL AREA.

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
1 [REDACTED]	[REDACTED]	FLAGSTAFF LITE WEIGHT	FLT30WIKSS	12/31/13	02/06/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit No
M-62943	4X4TFLF20D18 [REDACTED]	06/06/13	06/06/14	[REDACTED]	02/11/14	\$460.22	No

Servicing Dealer: Dealer # 0066249 LbrRt: \$100.00 KNSMITH 02/21/14	COUNTRY CAMPING CORNE 101 OAK GROVE ROAD KINGS MOUNTAIN NC 28086 STATES	Cass Davis Phone: (704) 734-0595 Fax: (704) 734-0532	[REDACTED] SHELBY NC [REDACTED] US	Claim Num [REDACTED] Dealer RO
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$196.98	2.00	\$200.00	\$396.98
10-003675	R/R HH-3500 Powered Tongue Jack (picture Canada)		\$0.00	0.50	\$50.00	\$50.00
Summary for Claim (2 detail records)			\$196.98	2.50	\$250.00	\$446.98

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

VIN	Date	User	
4X4TFLF21D1 [REDACTED]	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>			
4X4TFLF21D1 [REDACTED]	08/29/13	dfought	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States: tires are rubbing the inner fender wells. need to install spacers on axles :: 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:</p>			
4X4TFLF21D1 [REDACTED]	08/29/13	kmyers	Single Note Report
<p>Claim: [REDACTED] : Line:A :: Complaint:Customer States: tires are rubbing the inner fender wells. need to install spacers on axles :: 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:Repair code requires Pictures.</p>			
4X4TFLF21D1 [REDACTED]	08/08/13	KMYERS	Single Note Report
<p>I CALLED [REDACTED] HE GOING TO START A WEB CLAIM GIVE HIM 2 HRS TO ADD THE LIFT KIT</p>			
4X4TFLF21D184 [REDACTED]	08/07/13	KMYERS	Single Note Report
<p>We are working on a 2013 Flagstaff Lite [REDACTED]</p> <p>We are having as issue with the axles on this coach The top of the tires are rubbing the bottom of the wheel well Where do we go from here?</p>			
			<input type="button" value="All Note Report"/> <input type="button" value="Add VIN Note"/>

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	[REDACTED]	FLAGSTAFF LITE WEIGHT	FLT30WTBSK	08/05/13	08/22/13		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-59297	4X4TFLF211 [REDACTED]	03/09/13	03/09/15	[REDACTED]	08/29/13	\$414.82	No

Servicing Dealer:		ESCAPE RV INC		Mark Vitella		Claim Num	[REDACTED]
Dealer #	DBA CEDAR RIDGE RV CENT		Phone: (973) 948-3800		Phone	[REDACTED]	Dealer RO
0005928	109 ROUTE 206		(973) 948-2041		Lake Ronkonkoma NY		[REDACTED]
LbrRt: \$105.00	BRANCHVILLE NJ		Fax:		US		
KMOSHER	07826 STATES						
09/11/13							

**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)		\$204.82	2.00	\$210.00	\$414.82
Summary for Claim (1 detail record)			\$204.82	2.00	\$210.00	\$414.82

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

VIN	Date	User	
4X4TFLF21D	10/02/14	jdreier	Single Note Report
<p>Claim: [REDACTED]: Line:A :: Complaint:Customer States: The power tongue jack 3500 stopped working for the customer, we ordered a new one and replace the jack. This repair was done in July when the unit was still under warranty :: 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:Please return part.</p>			
4X4TFLF21D	06/16/14	jdreier	Single Note Report
<p>Claim:V [REDACTED]: Line:A :: Complaint:Customer States: RECALL RISER KIT :: Repair Code:10-000025 :: Description:INSTALL X-Factor & Lift Kit (Crusader 315RST Recall) (pictures - See notes below) :: Auth Status:Approved :: FR Hrs:2.00 :: Req Hrs:5.00 :: Hrs Auth:5.00 :: Note:Wrong repair code.</p>			
4X4TFLF21D	03/31/14	CHOLLOWELL	Single Note Report
<p>Rcvd pictures of rub damage from tire through floor. Dealer wants 5.0 hrs to patch repair and wants FR to stand behind the work. Per G.Rollins we will cover the 5.0 hrs labor to patch the flooring if the dealer gets the customer to agree to the job.</p>			
4X4TFLF2	03/28/14	FYODER	Single Note Report
<p>Repair man called thinks he should have 4hr to do the lift kit told him 2hrs .</p>			
4X4TFLF21D	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>			
			<input type="checkbox"/> All Note Report <input type="checkbox"/> Add VIN Note

VIN # Last 7 Digits	Forest River Serial #	Forest River Brand Name	Model / Type #	In Service Date	Date Repairs Completed	Authorization #	Mileage
[REDACTED]	[REDACTED]	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	03/24/14	03/28/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-66064	4X4TFLF21D [REDACTED]	09/25/12	09/25/13	WEB1230304	06/16/14	\$495.00	No

Servicing Dealer: Dealer # 0043052 LbrRt: \$99.00 KNSMITH 06/26/14	RON POTTS RVS LLC DBA RON POTTS RVS 5669 JOHNSTOWN-UTICA RO JOHNSTOWN OH 43031 STATES	Mandy Dyer Phone: (740) 967-2500 Fax: (740) 967-2504 JOHNSTOWN OH [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL: INSTALL Torflex Axle Lift Kit (per axle) (\$0.00	5.00	\$495.00	\$495.00
Summary for Claim (1 detail record)			\$0.00	5.00	\$495.00	\$495.00

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

03/10/14	chollowell	Single Note Report
<p>Claim: : Line:A :: Complaint:Customer States:RECALL CAMPAIGN # 13V554, INADEQUATE CLEARANCE/ FACTORY RECALL/ INSTALLED RISER KIT ,THEN TO FIND NO LOCK WASHERS WERE SENT WITH KIT, REMOVED NUTS AND INSTALLED LOCK NUTS :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:3.00 :: Hrs Auth:3.00 :: Note:situational on the bolts</p>		
01/15/14	MAKINS	Single Note Report
<p>DO TO THE PROB WITH HIS UNIT BEING IN THE RECALL, AND THE BELLY OF THE UNIT RUBBING ON THE TIRE IT BLEW THE TIRE. .I SAID I WOULD REPLACE JUST THE ONE TIRE THAT BLEW</p>		
01/15/14	MAKINS	Single Note Report
<p>RETAIL CALLED ABOUT RECAL LETTER FOR HIS LIFT KIT, THE VIN IS IN RECALL I TOLD RETAIL TO GET HIS TRAILER TO FOREST RIVER DEALER SO THIS RECALL CAN BE DONE</p>		
01/15/14	ANDREY	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>		
All Note Report		Add VIN Note

VIN # Last 7 Digits 1 [REDACTED]	Forest River Serial # [REDACTED]	Forest River Brand Name FLAGSTAFF LITE WEIGHT	Model / Type # FLT30WFKSS	In Service Date 02/05/14	Date Repairs Completed 03/07/14	Authorization #	Mileage 0
Batch ID# M-63325	VIN # 4X4TFLF21D [REDACTED]	D.O.P. 09/29/12	Warranty Expires 09/29/13	WRO Claim # [REDACTED]	Claim Rcvd 03/10/14	Requested Amt. \$315.00	Stock Unit No

Servicing Dealer: Dealer # 0001799 LbrRt: \$115.00 KNSMITH 03/10/14	DICK GORES RV WORLD INC 14590 DUVAL PLACE WEST JACKSONVILLE FL 32218 STATES	Donna Bauman Phone: (904) 741-5100 Fax: (904) 741-5111	[REDACTED] MIDDLEBURG FL [REDACTED] US	Claim Num [REDACTED] Dealer RO [REDACTED]
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WARRANTY REPAIR CLAIM FORM

Repair Code	Labor Description 1	Labor Description 2	Material Amt	Hours	Labor Amt	Amount
10-001820	INSTALL Torflex Axle Lift Kit (per axle) (pictures)		\$0.00	3.00	\$315.00	\$315.00
Summary for Claim (1 detail record)			\$0.00	3.00	\$315.00	\$315.00

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

VIN	Date	User	
4X4TFLF23C [REDACTED]	05/19/14	jdreier	Single Note Report
<p>Claim [REDACTED] Line:A :: Complaint:Customer States: AXLE RECALL CAMPAIGN #13V554 :: Repair Code:10-001820 :: Description:INSTALL Torflex Axle Lift Kit (per axle) (pictures) :: Auth Status:Approved :: FR Hrs:1.00 :: Req Hrs:2.00 :: Hrs Auth:2.00 :: Note:</p>			
4X4TFLF23C [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>			
4X4TFLF23C [REDACTED]	09/20/13	RMAV	Single Note Report
<p>[REDACTED] AUTH: [REDACTED] REIMBURSEMENT TO RETAIL FOR 5 TIRES (375.00) PER KEVIN.</p>			
4X4TFLF23C [REDACTED]	09/17/13	KMYERS	Single Note Report
<p>Please send check out retail for \$ 375.00 Towards reimbursement of five tires</p>			
4X4TFLF23C1 [REDACTED]	09/13/13	KMYERS	Single Note Report
<p>RATAIL CALLED HE SENDING A EMAIL ABOUT THIS TIRES</p>			
4X4TFLF23C [REDACTED]	09/12/13	FYODER	Single Note Report
<p>CUSTOMER [REDACTED] CALLED COLMANS ABOUT BLOW TIERS COLMANS DEALER TOLD HIM TO GET WITH LIONSHEAD. CUSTOMER THINKS FORESRIVER SHOULD STAND BEHIND TIERS.</p>			
4X4TFLF23C1 [REDACTED]	07/29/13	KMYERS	Single Note Report
<p>customer had 2 tire blowouts</p>			
4X4TFLF23C1 [REDACTED]	11/16/12	dfought	Single Note Report

Claim: [REDACTED] :: Line:A :: Complaint:Customer States:No furnace, fridge, hot water heater, or control panel fluid check lights. Tried replacing fuses & still nothing :: Repair Code:40-683330 :: Description:Repair 12 Volt Interior Ceiling Fan Wall Switch Negative Wire Connection :: Auth Status:Approved :: FR Hrs:0.20 :: Req Hrs:1.50 :: Hrs Auth:1.50 :: Note:

4X4TFLF23C [REDACTED]

10/29/12

SALDERFER

Single Note Report

Repair authorization with Auth No [REDACTED] or 3.00 hours was issued to dealer:0006236 Dealer States: It took my guys three hours to find where this short was they set the furnace on top of the wires and they shorted out let me know on this I know you want to see these kind of things Internal Note: Pictures on File in Doc Viewer

4X4TFLF23C [REDACTED]

07/23/12

DSCHACHT

Single Note Report

Signed Surf on file. BB Done. Protrusion.

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]	[REDACTED]	FLAGSTAFF LITE WEIGHT	FLT30WFKSS	04/08/14	04/30/14		0
Batch ID#	VIN #	D.O.P.	Warranty Expires	WRO Claim #	Claim Rcvd	Requested Amt.	Stock Unit
M-65333	4X4TFLF23C [REDACTED]	03/26/12	03/26/13	[REDACTED]	05/19/14	\$180.00	No

Servicing Dealer: Dealer # 0006236 LibRt: \$90.00 KNSMITH 05/30/14	COLMANS COUNTRY CAMP #2 FUN STREET HARTFORD IL 62048 STATES	Tonya Frnk Phone: (618) 254-1180 Fax: (618) 254-6090 edwardsville IL US	Claim Num [REDACTED] Dealer RO [REDACTED]
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**WARRANTY
REPAIR CLAIM FORM**

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