



Forest River, Inc.

1. Introduction
2. Dealer Acceptance
 - A. Dealer/Driver Vehicle Inspection Requirements
 - B. Dealer Acceptance Form
3. Inventory Maintenance
 - A. Policy
 - B. Periodic Maintenance Chart
4. Pre-Delivery
 - A. Policy
 - B. Pre-Delivery Coverage
 - C. LP System Testing Procedure
5. Retail Delivery
 - A. Policy
 - B. Owner Education
 - C. Warranty Dealer/Customer PDI and Registration Form (Towable)
 - D. Warranty Dealer/Customer PDI and Registration Form (Motorized)
6. Warranty System
 - A. Policy
 - B. Warranty Coverage
 - C. Prior Authorization
 - D. Filing a Claim
 - E. Warranty Return Part Tag
 - F. Labor Rate Change Request Form
 - G. Dealer Unit Drop Off Form (English/French)

- 7. Flat Rate System
 - A. Policy
 - B. Flat Rate Change Request Form
- 8. Parts System
 - A. Policy
 - B. Parts Order Form
 - C. Parts Order Assistance Form
- 9. Forms
 - A. Driver/Dealer Unit Check-In Form
 - B. Warranty Dealer/Customer PDI and Registration Form (Towable)
 - C. Warranty Dealer/Customer PDI and Registration Form (Motorized)
 - D. Warranty Repair Claim Form
 - E. Pre-Authorization Request Form
 - F. Labor Rate Increase Request Form
 - G. Flat Rate Change Request Form
 - H. Parts Order Form
 - I. Parts Return Tag

Introduction

We would like to welcome you to the Forest River, Inc. organization. This Policy & Procedure manual has been developed to assist you with servicing our products. Our ultimate goal is to provide a quality level of customer service to your organization and ultimately to our retail owners.

Please discuss & review the contents of this manual with all of your service & parts personnel.

Failure to follow the guidelines of this Policy & Procedure manual could result in delays of payment for claims and restrict our ability to provide optimum customer service.

This Policy & Procedure manual is subject to change and or updated at any time without notice. Forest River, Inc. values your opinions and suggestions. Please forward your comments to your respective warranty administrator. This information can be found in the contact section of this manual.



Dealer Acceptance

Forest River provides a Dealer Acceptance Form at time of delivery to allow proper documentation of defects upon delivery with our product. This form must be completed and returned with the transport driver's paperwork.

The walk around inspection identifying damage to the exterior of the unit must take place while the driver is present. This process must take place within one hour from the time the unit arrives at your location. As a courtesy to the driver and in order that the driver may get back on the road for additional unit deliveries, please expedite this process whenever possible.

Transportation damages MUST be documented on the Dealer Acceptance Form while the transport driver is present. The dealer & driver signatures are required on the bottom section of this form. This information must be noted on the transport company's bill of lading. The bill of lading must be faxed to the proper warranty department.

All transportation damages need to be photographed and must be authorized. This issue must be processed through Forest River on a completed warranty claim within 60 days.

A detailed inspection of the unit including an exterior inspection after the unit is washed and a walk through inspection of the interior must take place within 3 business days in order to submit items for inclusion to the Dealer Acceptance Form. Additional inclusions to the Dealer Acceptance Form must be submitted to the proper Forest River warranty department within 3 business days of unit delivery.

Warrantable issues and shortages not related to transportation damage must be listed on the Dealer Acceptance Form. Shortages noted on the Dealer Acceptance Form must be ordered from Forest River within 10 working days.

The list of items below must be documented for warranty coverage consideration:

- a. Missing or broken components**
- b. Rock chips in graphics, paint, fiberglass, windshields, or other body damage**
- c. Torn and or dirty upholstery**
- d. Driver damage**
- e. Roof damage**

Note: Units being delivered during winter months are likely to have been exposed to highway salts and chemicals. It is the responsibility of the dealership to wash the frame and undercarriage of the unit when it arrives to prevent the frame and undercarriage from rusting or oxidizing.

Dealer pick up units. Any Forest River product scheduled for dealer pick up must be arranged with the proper department. The Dealer Acceptance Form must be completed and signed prior to the unit leaving the Forest River property. Any issues relating to the product must be documented to insure proper resolution.

Inventory Maintenance

Inventory maintenance prior to retail delivery is the responsibility of the dealership. Dealerships are responsible for inspecting all stock units and performing the required maintenance outlined in the Periodic Maintenance Chart of the Forest River Vehicle Owner's Manual (enclosed).

The following list is considered dealer responsibility and is not covered by Forest River, Inc. warranty:

- 1. Leaks caused by not properly maintaining the exterior sealants on seams, joints, moldings, vents, etc.**
- 2. Freeze damage to the water & sewage system due to not properly winterizing the systems.**
- 3. Battery failure due to not properly charging the battery periodically**
- 4. Damage caused by environmental conditions such as rust, oxidation, condensation, corrosion, and fading of soft goods due to sun exposure or any other factor beyond the control of Forest River, Inc.**
- 5. Damage/fading of the exterior caused by chemical cleaning or lack of proper maintenance of the exterior.**
- 6. Minor surface rust is considered normal. Touch up affected areas only.**
- 7. Lubrication of all locks, latches, hinges, moving parts, etc.**

This is a guideline and is not an all inclusive list of potential items that may not be covered under warranty.

Periodic Maintenance Chart

Dealer & customer information

Item	Each Trip	Each Mo.	3 Mo.	6 Mo.	Each Year	As Req.	Procedure
Fiberglass Exterior		X		X			Wash with warm water and mild detergent Wax with Liquid or paste wax
Roof and Roof Components		X			X		Inspect and re-seal as needed Lubricate roof vent mechanism w/light oil & clean completely
Windows and Doors		X	X X		X X		Check vinyl seals when washing exterior Check seals for damage and repair as needed Lubricate door hinges & step components as needed Adjust & lubricate window latches w/powdered graphite or light oil Lube door locks & strike pocket, incl. Ext. storage & access doors
Seals and Adhesives		X					Inspect and re-seal as needed
LP Gas System					X	X	Check for leaks and road damage Have qualified service person check for leaks & adjust if needed
Water & Drainage	X	X			X	X	Check hoses, fittings and connections for leaks and signs of wear Check drainage system for leaks and road damage Sanitize system Winterize system depending on local seasonal conditions
Electrical System	X					X X	Check GFI circuits Perform maintenance on generator as outlined in generator manual Check and service batteries
Appliances	X	X X					Remove food and ice from refrigerator after each trip Clean fan blades and wash filter on range exhaust hood Check for obstructions and dirt on exterior appliances vents
Safety Equipment	X	X			X		Clean smoke detector Test smoke detector operation Check fire extinguisher pressure and condition
Carpeting	X					X	Vacuum after each trip Clean
Wood Surfaces		X					Clean pre-finished panels and wood
Seats						X X	Lubricate all mechanisms and inspect for proper operation Check all seat belt buckles, release mechanisms & belt webbing

Periodic Maintenance chart continued.

Chassis and Components						X	Follow chassis lubrication & maint. Procedures & schedules
Weight and Distribution	X						Be sure unit is within specified load limits & weight distribution
Axles (Towable)				X			Mounting bolts should be torqued to manufacturers specifications
Wheel bearings (Towable)					X	X	Repack wheel bearings yearly
Brakes (Towable)				X		X	Check operation and (or uneven wear)
Lug Nut Torque (Towable)	X						Lug Nuts should be torqued to manufacturer specifications
Tire Pressure	X						Tire pressure should be adjusted to match the specifications on the tire.

Pre-Delivery Inspection

The Pre-Delivery Inspection is a critical part of the retail delivery process. It is a requirement that your dealership conducts a thorough pre-delivery inspection utilizing the process and form located in this section of the manual. Dealerships are responsible to ensure that the PDI Checklist is properly completed and returned to the respective Forest River Warranty Department within ten (10) working days after the PDI is performed.

The Forest River, Inc. dealer PDI checklist is comprehensive; however, additional optional equipment may need to be tested.

Forest River, Inc. requires an LP system leak test be performed during the PDI process. The results of this test must be recorded on the Forest River, Inc. PDI form.

The Forest River, Inc. PDI Checklist must be completed and returned to the proper warranty department prior to any claim submission. Forest River, Inc. will not pay any warranty claims concerning this unit until the PDI form has been received.



Pre-Delivery Coverage

Forest River, Inc. will issue coverage for any repairs or defects in materials and or workmanship. These issues must be submitted on a warranty claim.

The following items are part of the pre-delivery process and not reimbursable under the Forest River, Inc. warranty program.

- 1. Light Bulbs**
- 2. Adjustments – the following adjustments are considered part of the PDI process and are not covered by Forest River:**
 - a. Cabinet doors/drawers - limited adjustments will be processed on retail sold units for a period of 90 days.**
 - b. LP appliance/regulator adjustments - LP Regulator pressure test and adjustment may be required due to the altitude at which the unit is being used. LP testing procedure is included with this manual.**
 - c. Brake adjustments - any required adjustment should be conducted with the unit connected to the customer's tow vehicle.**
- 3. Cosmetic issues such as the removal of excess putty, clean up of shake down debris or trimming of upholstery and carpet strings.**
- 4. Normal maintenance issues such as lubrication of entry steps, latches, locks, etc.**
- 5. Minor surface rust on the frame and chassis areas is considered normal. Touch up painting of these areas is considered part of the PDI process.**
- 6. Items not listed on the Delivery Acceptance Form such as minor scratches, dents, dings and any missing items.**

LP System Testing Procedure

Forest River, Inc. has reviewed the information within the RV Industry Codes & Standards Guidelines.

The following test is required to be performed by your dealership prior to retail delivery of any RV product in which an LP system is included.

Drop Pressure test - This test is performed at the range burner connection.

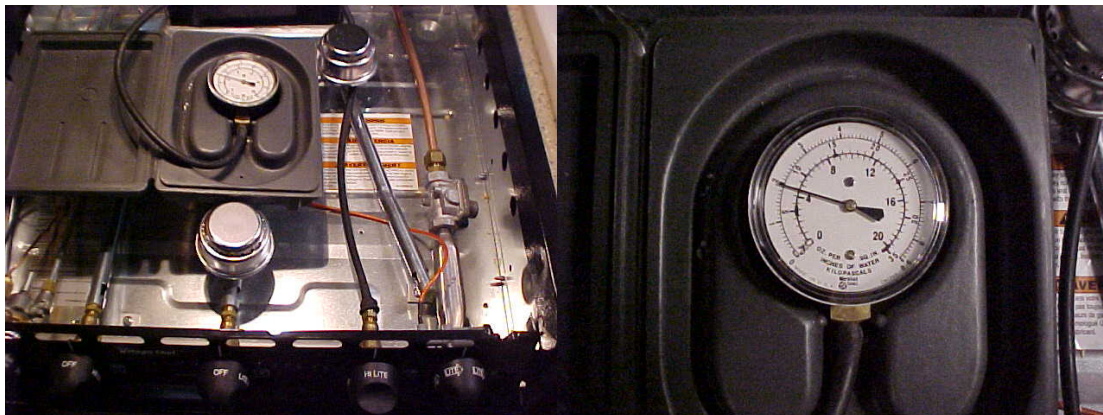
Step 1. Remove the range cover & burner top to access the burner tube itself. Remove the screw holding a front burner and remove the burner from the valve spud.

Step 2. The manometer is connected to the burner valve spud. Turn on the burner valve that you connected the manometer to. The manometer being used must be calibrated to a minimum of ½ oz. or 1" of water column. Be sure the manometer is calibrated correctly by returning to zero while disconnected.

Step 3. Pressurize the system to 10-14 in. water column and be sure it has equalized in the entire system. Turn off the source of pressure to the system.

Step 4. Return to the range area. Carefully monitor the gauge pressure on the manometer. Open a separate range burner valve and bleed the system down to 8 in. of water column. This prevents the appliance regulator from being a factor in the test procedure.

Step 5. Monitor the test gauge for a minimum of 3 minutes. No pressure drop should be detected. If the pressure should drop, locate & repair the leak. If the pressure should increase, ensure that the source has been shut off properly and retest the system.



Drop Pressure testing at a secondary location if range access is not available. Proper test equipment will be required.

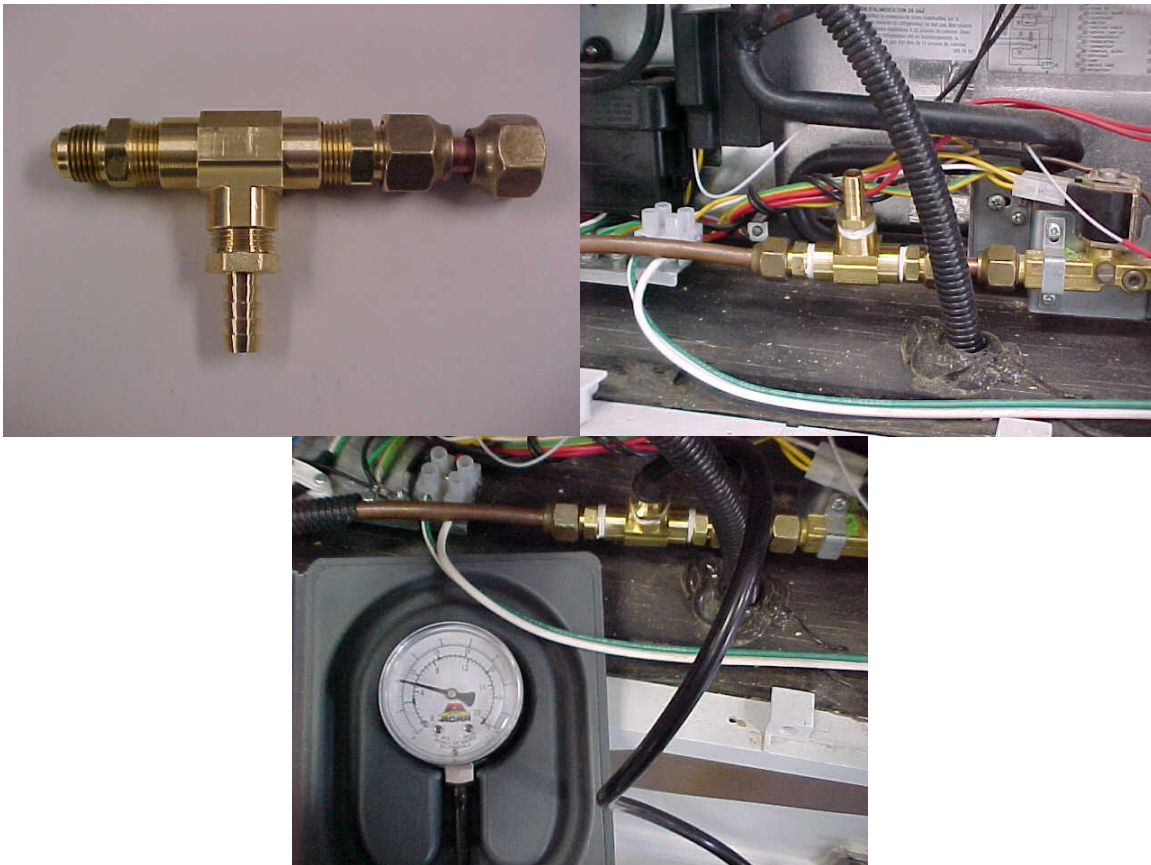
Step 1. Ensure the LP system is turned off and the system has been bled down.

Step 2. Locate and access LP supply line to the refrigerator. Connect a test fitting between the flare fitting and the LP gas valve. The test fitting should allow for connection of your manometer.

Step 2. Pressurize the system to 10-14 in. water column and be sure it has equalized in the entire system. Turn off the source of pressure to the system.

Step 3. Carefully monitor the gauge pressure on the manometer. Open a range burner valve and bleed the system down to 8 in. of water column. This prevents an appliance regulator from being a factor in the drop pressure test procedure.

Step 4. Monitor the test gauge for a minimum of 3 minutes. No pressure drop should be detected. If the pressure should drop, locate & repair the leak. If the pressure should increase, ensure that the source has been shut off properly and retest the system.



Step 5. Remove test fitting, reconnect supply line to the refrigerator. Turn on LP system and soap test this fitting to ensure no leaks. Testing is complete.

Test fitting can be assembled with fittings from a local hardware store.



- 1- 3/8 pipe thread Tee**
- 2- 3/8 pipe thread to 3/8 flare fittings**
- 1- 3/8 pipe thread to 3/8 hose barb adapter**
- 1- 3/8-to-3/8 flare-to-flare swivel**

Retail Delivery

Forest River, Inc. requires that prior to retail delivery, a trained dealership representative must complete a walk through with the retail customer.

The walk through is a very important part of the retail delivery process. The demonstration and instruction during the walk through process should be conducted with care to ensure our customers understand the operation of their new vehicle. Thoroughly explain the operation and functions of all components.

Important information is located in the periodic maintenance chart located in the owner's manual. This information must be explained advising the customer that this is his/her responsibility and is not covered by Forest River's written warranty.

A proper detailed walk through and instruction of the unit operation along with completing the paperwork can significantly reduce the number of unnecessary phone calls and or complaints to your dealership. This should reduce any frustration between the customer, your dealership and Forest River, Inc.

The Forest River, Inc. Customer Delivery and Warranty Registration Form should be completed during the walk through. Explaining this form to the customer during the walk through will allow a better understanding of the equipment and systems of his new purchase.

Emergency Roadside Assistance Program should be explained during the customer walk through process, along with a reminder of the program just before they leave on their maiden voyage.

Remember: The PDI process and completion of the PDI form is required by Forest River, Inc. to take place at your dealership prior to delivery to the retail customer. The retail delivery process is your opportunity to provide a good first impression to your customer. This impression is a direct reflection of your dealership and Forest River, Inc.

Owner Education

Proper instruction and demonstration are a vital part of the delivery process. A good walk through will benefit the dealer customer relationship in several ways. It will lower the number of phone calls to your dealership or the factory concerning simple operation questions along with providing a higher level of comfort for the customer.

The walk through operation should be performed by someone with extensive knowledge of the unit which is being delivered.

You may want to suggest that the customer video the entire demonstration. This video can be used at a later date as a reference for any questions that may come up while out on the road or settled into a cozy campsite.

During the walk through process, keep in mind the customer's level of camping experience. Seasoned campers who are updating to a newer unit of the same type, (i.e., class A to class A) will need fewer detailed instructions than a customer stepping into a class A for the first time. The novice customer will require additional time and explanation in order to understand the operation of his new purchase.

Owner education is a key component to a repeat buyer and a happy customer.



FOREST RIVER, INC.

TOWABLES

CUSTOMER DELIVERY AND WARRANTY REGISTRATION FORM

DEALER TO ASSURE THAT THIS FORM IS PROPERLY COMPLETED AND RETURNED TO FOREST RIVER, INC. WITH (10) WORKING DAYS AFTER PDI AND DELIVERY IS PERFORMED

SEND FORM TO FOREST RIVER, INC. 1803 CENTURY DRIVE GOSHEN, IN 46528 574-534-3167

OWNERS NAME:		E-MAIL ADDRESS:		DEALERS NAME:		VIN #		
ADDRESS:	Street:	State:	Zip:	ADDRESS:	Street:	City:	State:	ZIP:
DEL DATE:	PHONE #:	FOREST RIVER INC. SERIAL #			BRAND		MODEL #	

PLEASE MARK X IN BOX, LEAVE BLANK IF NOT APPLICABLE. DEALER / LEFT COLUMN, CUSTOMER / RIGHT COLUMN

ELECTRICAL SYSTEM		RUNNING GEAR/FRAME		ALL FITTINGS TIGHT/NO SYSTEM LEAKS	
120 VOLT SYSTEM/CIRCUITS, BREAKERS, OPERATION		BRAKE ADJUSTMENTS AND MAINTENANCE IF NECESSARY		P-TRAPS/VENTS TIGHT AND CONNECTED	
120 VOLT AUXILIARY GENERATOR OPERATION		BRAKE WIRE CONNECTIONS CHECKED		EXTERIOR	
12 VOLT/CONVERTOR CIRCUITS, FUSES, OPERATION		COUPLING/COUPLING PROCEDURES AND OPERATION		ENT. DOOR(S)/COMPT. DOORS/LOCK-ALL KEYS	
GROUND FAULT CIRCUIT INTERRUPTOR (GFCI)		OPERATE AND LUBE JACKS IF NECESSARY		ENT. STEP(S) LEVEL/SECURE TO FRAME/ALIGNED	
ALL INTERIOR LIGHTS, RECEPTS, SWITCHES		TIRE CONDITION AND PRESSURE SET @ _____ PSI (INCL SPARE)		TRIM/SEALANTS, WINDOWS, ROOF, BODY	
ALL EXTERIOR LIGHTS, RECEPTS, SWITCHES		WHEEL LUG TORQUE SET/MFG. SPEC RE-CK@ 50 AND 250 MI		WINDOWS, PROPER OPERATION	
BATTERY SYSTEM(S)/CONNECT TESTED		SPARE TIRE CHECKED FOR SIZE, PRESSURE CONDITION		AWNING DEMONSTRATED/CANVAS CHECKED	
MONITOR PANEL OPERATION		LP GAS SYSTEM		FULE STATION-SURVY DEMONSTRATE/OPERATION	
PHONE/SATELLITE FUNCTIONS		LOCATION OF LP LINES AND CONNECTIONS SECURED		STABILIZER JACKS DEMONSTRATED	
AUDIO/VIDEO ENTERTAINMENT SYSTEM FUNCTIONS		OPERATION OF REGULATOR AND AUTO-CHANGEOVER		EXTERIOR MAINTENANCE PROCEDURES EXPLAINED	
CARBON MONOXIDE DETECTOR		THE LP SYSTEM WAS CHECKED		SLIDE OUT(S) (IF APPLICABLE)	
SMOKE DETECTOR		AT _____ (LOCATION) HOLDING _____ IN		OPERATION AND MANUAL OVERRIDE DEMONSTRATED	
SHORE CORD INSPECTION AND OPERATION		WC FOR _____ MIN. THE PRESSURE WAS THEN ADJUSTED TO _____ IN WC.		INTERIOR/EXTERIOR SEALS CHECKED	
APPLIANCES		WATER/PLUMBING SYSTEM		HYDRAULIC OR ELECTRIC PUMPLINES CHECKED	
FURNACE AND THERMOSTAT		POTABLE WATER INTAKE/DRAIN LOCATIONS		SLIDE OUT TOPPER(S) CANVAS/OPERATION CHECKED	
RANGE/OVEN		CITY WATER FILL CONNECTIONS		GENERAL	
REFRIGERATOR		DEMAND PUMP FUNCTIONS		ALL ACCESSORIES (INCLUDING REMOTES) ARE IN UNIT	
AIR CONDITIONER AND THERMOSTAT		FAUCET/FIXTURES/INCL. WD.-WASHER PRESSURE CHECKED		WARRANTY FORMS COMPLETED AND REVIEWED	
MICROWAVE		WINTERIZING PROCEDURE/BY PASS DEMONSTRATED		ALL REQUIRED LITERATURE IS IN UNIT	
TV ANTENNA AND CABLE HOOK UP		EXTERIOR SHOWER DEMONSTRATED		ALL OWNERS MANUALS IN UNIT AND REVIEWED	
ALL OPTIONAL APPLIANCES NOT LISTED		BLACK AND GREY HOLDING TANKS/GATE VALVE OPERATIONS		FIRE EXTINGUISHER INSTALLED	
FOLDING CAMPER AND BUNK END UNITS ONLY		FRESH WATER TANK FILLED/EMPTYED		ALL FURNITURE APPEARANCE/FUNCTION CHECKED	
COMPLETE SET-UP/CLOSING AND LIFTER DEMONSTRATION		TOILET OPERATION		ALL FLOORING/APPEARANCE/FREE OF DEFECTS	
FIT AND FINISH AND CONDITION OF CANVAS		WATER FILTER OPERATION DEMONSTRATED		HANDLING/TOWING CHECKED, TEST DRIVE	

LIST DEALER INSTALLED OPTIONS (THESE ARE NOT COVERED UNDER THE FOREST RIVER, INC. LIMITED WARRANTY)

OWNER/DEALER INSPECTION REVIEW

1. EXTERIOR AND INTERIOR FIT AN FINISH
2. OPERATED ALL APPLIANCES, OPTION EQUIPMENT AND ACCESSORIES (REVIEWED MAINTENANCE AND SAFETY OF LP GAS SYSTEM)
3. EXPLAINED WEIGHT RATINGS, LIMITATIONS AND PROPER LOAD DISTRIBUTION, TOW VEHICLE GVWR, HITCH, SET-UP, BRAKE CONTROL.
4. OPERATED ALL FRESH WATER AND PLUMBING COMPONENTS, INCLUDING PROPER WINTERIZATION AND DRAIN LOCATIONS.
5. COMPLETE REVIEW OF OWNERS MANUALS AND HIGHLIGHT OF SAFETY ISSUES.

I have completed the above inspections on the family recreational vehicle to my satisfaction and have been offered a test drive at the time of purchase. I understand that issues regarding damage such as scratches, tears, dents, broken items, etc. will not be warranted except those notes in the space:

I have had the opportunity to review the Forest River, Inc. Limited warranty during the purchase of this unit and I understand that this product is designed to be used for recreational camping and travel. I have been given the opportunity to make notations in the space provided above, have observed or received satisfactory explanation to all questions regarding the items listed during this delivery process.	
DATE	
PURCHASER'S SIGNATURE	
DEALER'S SIGNATURE	



FOREST RIVER, INC.
CUSTOMER DELIVERY AND WARRANTY REGISTRATION FORM

MOTORIZED



704133

DEALER TO ASSURE THAT THIS FORM IS PROPERLY COMPLETED AND RETURNED TO FOREST RIVER, INC. WITH (10) WORKING DAYS
AFTER PDI AND DELIVERY IS PERFORMED
SEND FORM TO FOREST RIVER, INC. 1803 CENTURY DRIVE GOSHEN, IN 46528 574-534-3167

OWNERS NAME:		E-MAIL ADDRESS:		DEALERS NAME:		VIN #		CHASSIS VIN #			
ADDRESS:		Street:	City:	State:	Zip:	ADDRESS:		Street:	City:	State:	Zip:
,						,					
DEL DATE (mm/dd/yyyy):				PHONE #:		FOREST RIVER INC. SERIAL #				MODEL #	
						BRAND					

PLEASE MARK X IN BOX, LEAVE BLANK IF NOT APPLICABLE. DEALER / LEFT COLUMN, CUSTOMER / RIGHT COLUMN

ELECTRICAL SYSTEM		CHASSIS			
☐	120 VOLT SYSTEM/CIRCUITS, BREAKERS, OPERATION	☐	CHECK ALL FLUID LEVELS	☐	WATER FILTER OPERATION DEMONSTRATED
☐	120 VOLT AUXILIARY GENERATOR OPERATION	☐	SEAT BELT OPERATION	☐	ALL FITTINGS TIGHT/NO SYSTEM LEAKS
☐	12 VOLT/CONVERTOR CIRCUITS, FUSES, OPERATION	☐	LEVELING JACK SYSTEM OPERATION	☐	P-TRAPS/VENTS TIGHT AND CONNECTED
☐	GROUND FAULT CIRCUIT INTERRUPTOR (GFCI)	☐	DASH CONTROLS, SWITCHES/BACK UP MONITOR	☐	EXTERIOR
☐	ALL INTERIOR LIGHTS, RECEPTS, SWITCHES	☐	TIRE CONDITION AND PRESSURE SET @ _____ PSI (INCL SPARE)	☐	ENT. DOOR(S)/COMPT. DOORS/LOCK-ALL KEYS
☐	ALL EXTERIOR LIGHTS, RECEPTS, SWITCHES	☐	WHEEL LUG TORQUE SET/MFG. SPEC/ RE-CK@ 50 AND 250 MI	☐	ENT. STEP(S) LEVEL/SECURE TO FRAME/ALIGNED
☐	BATTERY SYSTEM/DISCONNECT TESTED	☐	EXTERIOR MIRRORS ADJUSTED CORRECTLY	☐	TRIM/SEALANTS, WINDOWS, ROOF, BODY
☐	MONITOR PANEL OPERATION	☐		☐	WINDOWS, PROPER OPERATION
☐	PHONE/SATELLITE FUNCTIONS	☐	LP GAS SYSTEM	☐	AWNING DEMONSTRATED/CANVAS CHECKED
☐	AUDIO/VIDEO ENTERTAINMENT SYSTEM FUNCTIONS	☐	LOCATION OF LP LINES AND CONNECTIONS SECURED	☐	FULE STATION-SURV. DEMONSTRATE/OPERATION
☐	CARBON MONOXIDE DETECTOR	☐	OPERATION OF REGULATOR AND AUTO-CHANGEOVER	☐	STABILIZER JACKS DEMONSTRATED
☐	SMOKE DETECTOR	☐	THE LP SYSTEM WAS CHECKED	☐	EXTERIOR MAINTENANCE PROCEDURES EXPLAINED
☐	SHORE CORD INSPECTION AND OPERATION	☐	AT _____ (LOCATION) HOLDING _____ IN	☐	SLIDE OUT(S) (IF APPLICABLE)
☐		☐	WC FOR _____ MIN. THE PRESSURE WAS THEN	☐	OPERATION AND MANUAL OVERRIDE DEMONSTRATED
☐		☐	ADJUSTED TO _____ IN. WC.	☐	INTERIOR/EXTERIOR SEALS CHECKED
☐	APPLIANCES	☐	LP/PROPANE DETECTOR	☐	HYDRAULIC OR ELECTRIC PUMP/LINES CHECKED
☐	FURNACE AND THERMOSTAT	☐		☐	SLIDE OUT TOPPER(S) CANVAS/OPERATION CHECKED
☐	RANGE/OVEN	☐	WATER/PLUMBING SYSTEM	☐	GENERAL
☐	WATER HEATER	☐	POTABLE WATER INTAKE/DRAIN LOCATIONS	☐	ALL ACCESSORIES (INCLUDING REMOTES) ARE IN UNIT
☐	REFRIGERATOR	☐	CITY WATER FILL CONNECTIONS	☐	WARRANTY FORMS COMPLETED AND REVIEWED
☐	AIR CONDITIONER AND THERMOSTAT	☐	DEMAND PUMP FUNCTIONS	☐	ALL REQUIRED LITERATURE IS IN UNIT
☐	MICROWAVE	☐	FAUCETS/FIXTURES/INCL. W/D-WASHER PRESSURE CHECKED	☐	ALL OWNERS MANUALS IN UNIT AND REVIEWED
☐	TV ANTENNA AND CABLE HOOK UP	☐	WINTERIZING PROCEDURE/BY PASS DEMONSTRATED	☐	FIRE EXTINGUISHER INSTALLED
☐	ALL OPTIONAL APPLIANCES NOT LISTED	☐	EXTERIOR SHOWER DEMONSTRATED	☐	ALL FURNITURE APPEARANCE/FUNCTION CHECKED
☐	MOTORIZED TEST DRIVE	☐	BLACK AND GREY HOLDING TANKS/GATE VALVE OPERATIONS	☐	ALL FLOORING/APPEARANCE/FREE OF DEFECTS
☐	BRAKE/PARK BRAKE OPERATION	☐	FRESH WATER TANK FILLED/EMPTIED	☐	
☐	STEERING AND HANDLING, TRANSMISSION, CRUISE, ETC.	☐	TOILET OPERATION	☐	

LIST DEALER INSTALLED OPTIONS (THESE ARE NOT COVERED UNDER THE FOREST RIVER, INC. LIMITED WARRANTY)

OWNER/DEALER INSPECTION REVIEW

1. EXTERIOR AND INTERIOR FIT AN FINISH
2. OPERATED ALL APPLIANCES, OPTION EQUIPMENT AND ACCESSORIES (REVIEWED MAINTENANCE AND SAFETY OF LP GAS SYSTEM)
3. EXPLAINED WEIGHT RATINGS, LIMITATIONS AND PROPER LOAD DISTRIBUTION, TOW VEHICLE GVWR, HITCH, SET-UP, BRAKE CONTROL.
4. OPERATED ALL FRESH WATER AND PLUMBING COMPONENTS, INCLUDING PROPER WINTERIZATION AND DRAIN LOCATIONS.
5. COMPLETE REVIEW OF OWNERS MANUALS AND HIGHLIGHT OF SAFETY ISSUES.

I have completed the above inspections on the family recreational vehicle to my satisfaction and have been offered a test drive at the time of purchase. I understand that issues regarding damage such as scratches, tears, dents, broken items, etc. will not be warranted except those notes in the space:

I have had the opportunity to review the Forest River, Inc. Limited warranty during the purchase of this unit and I understand that this product is designed to be used for recreational camping and travel. I have been given the opportunity to make notations in the space provided above, have observed or received satisfactory explanation to all questions regarding the items listed during this delivery process.

DATE

PURCHASER'S SIGNATURE

DEALER'S SIGNATURE

Warranty System

Forest River, Inc. requires that all selling dealers have the ability to provide adequate service facilities to resolve our customer's service concerns. All service requests by our retail customers must be investigated and resolved in a timely manner.

Prior Authorizations

Prior Authorization requires that your dealership secure an authorization # before the repair is started. Prior authorization can be requested through several avenues, by phone, fax, e-mail or web claims on-line. A prior authorization request form is available by e-mail or fax from your warranty administrator. A copy of this form can also be found in the form section of this manual. The prior authorization number must be requested from the proper warranty administrator. Please refer to the contact section of this manual.

All prior authorizations will be valid for a period of 90 days. All authorization requests for units out of warranty must be submitted in writing on a proper request form.

Customers requesting extended warranty coverage beyond their warranty period must do so in writing directly with Forest River Inc. This letter must include a detailed list of issues and the date of a scheduled appointment with their selling dealer, which is not to exceed 90 days from the date of the letter.

All straight time operations listed in the Flat Rate manual must have an authorization number. All sublet bills require an authorization.

The flat rate section of this manual will also provide a clear indicator if prior authorization is required.

Labor Rate

Forest River, Inc. will process all warranty claims at a pre-approved labor rate. This rate has been established between Forest River, Inc. and your dealership. A Forest River, Inc. labor rate request form (located in the form section of this manual) must be completed and submitted to modify the established labor rate, new dealer set up, no labor rate on file, or labor rate increase. The labor rate request form will also have a Dealer

Service Questionnaire with it, to provide Forest River, Inc. additional information concerning your dealership capabilities.

Only one Labor Rate Increase will be considered in a 12-month period.

Filing a Warranty Claim

Proper completion of the warranty claim will ensure payment without delays. Forest River, Inc. requires that each claim be completed and totaled individually. Multiple claims for the same unit combined & totaled will not be allowed. Each claim must stand alone as an individual claim. Therefore, each line item must have a corresponding labor time, flat rate codes and parts information. Please refer to the following page for details of filing a warranty claim.

All warranty claims must be finalized and submitted within thirty (30) days of repair completion. All claims must be signed by the dealer and the retail customer.

Shop Supplies

All shop supplies must be detailed as to what job they pertain to. They must be itemized and separated as individual items. For example: silicone, screws, fuses, etc.

Sublet Repairs

All sublet claims must have a prior authorization number issued by your respective warranty administrator. Sublets must be submitted on a warranty claim with the original sublet invoice attached to the claim. Sublet repairs are not subject to any type of mark-up.

Warranty Return Parts

All warranty return parts must be listed on a warranty claim and returned with the claim to the appropriate Forest River, Inc. division for processing. Please refer to the flat rate section for details of which parts are required for return. Any Warranty return part not purchased through Forest River Inc will require a copy of your parts invoice. If the part cost is less than \$100.00, it will be reimbursed at a reasonable markup cost. Any part purchased outside of Forest River and over \$100.00 will be reimbursed at Forest River's Dealer cost. All mark-ups are at

Forest River's discretion. All returned parts must be properly packaged to insure warranty payment.

Warranty Coverage

The intent of this document is to provide general guidelines that govern aspects of the Forest River, Inc. warranty program. Please refer to the limited warranty that can be found inside the front cover of the Forest River Recreational Vehicle Owner's Manual for additional warranty coverage information.

Forest River, Inc. warrants only to the original consumer purchase for a period of (1) one year from the date of purchase. Motorized vehicles are warranted for a period of (1) one year from the date of purchase or (12,000) twelve thousand miles, whichever comes first. The warranty period applies only to units used for recreational travel and family camping.

What is covered? – Defects in material and workmanship caused by Forest River, Inc.

What is not covered?

- 1. Adjustments – The following adjustments will be covered for a period of 90 days after retail purchase:**
 - A. Cabinet doors**
 - B. Cabinet drawers**
 - C. Latches**
 - D. Entry doors, steps and striker plates**
 - E. Awnings**
 - F. Loose trim**
 - G. Slide out adjustments**
- 2. Brake adjustments**
- 3. Fuses & light bulbs**
- 4. Any product not registered and normally used in the United States or Canada.**

- 5. Any trailer registered, licensed, or predominately used outside the USA or Canada without prior approval.**
- 6. Components that are warranted separately by the manufacturer of the product, i.e. appliances, chassis, tires, batteries, generators, and furniture.**
- 7. Any product used for commercial purposes, such as a permanent residence or as a rental unit. All rental units will be subject to the warranties offered by the component manufacturers as listed in item # 6 of the document.**
- 8. Window glass breakage (unless noted on Dealer Acceptance Form).**
- 9. Lubrication & minor adjustments of locks, latches, hinges, slide-out gears, etc.**
- 10. Rust, corrosion, oxidation, dents and other damage as a result of environmental conditions such as, but not limited to: heavy winds, hail, lightning, salt and sand.**
- 11. Fading or normal deterioration of items such as fabrics, decorative items, carpet, etc. due to use or exposure to the sun.**
- 12. Cleaning of undercarriage/frame - Units being delivered during winter months are likely to have been exposed to highway salts and chemicals. It is the responsibility of the dealership to wash the frame and undercarriage of the unit when it arrives to prevent the frame and undercarriage from rusting or oxidizing.**
- 13. Damage/fading of the exterior caused by chemical cleaning or lack of proper maintenance of the exterior.**

- 14. Normal unit maintenance, such as inspecting and resealing exterior seams, including roof seams.**
- 15. Damages caused by abuse, misuse, negligence, condensation, overloading, vandalism, collision, road hazards, acts of nature including hail, wind, heavy rain damage, flood, rock chips, alterations or modifications, improper non-warranty repairs, lack of normal maintenance, failure in giving prompt notice of water damage, improper operation or storage of components.**
- 16. Subsequent damage, loss or injury beyond warranty repairs as a result of mold or fungi.**



Fax #: 574-206-2484

Mike Jankowski

mjankowski@forestriverinc.com

Phone #: 574-206-7625

Dealer #: _____

Date: _____

Dealership Name _____

Address: _____

City: _____ ST _____ Zip _____

Phone #: _____ Fax# _____ Mileage _____

VIN #: _____
(Last 7) _____ Model# _____ Year : _____

Customer Name: _____ Purchase Date: _____

List problem(s) with corrective action & time requested

[If job is flat rated & within time allotted - no authorization is necessary]

Problem:	_____
Correction:	_____
Time Requested:	Flat Rate Code
Problem:	_____
Correction:	_____
Time Requested:	Flat Rate Code
Problem:	_____
Correction:	_____
Time Requested:	Flat Rate Code
Requested By:	Total Time:

Authorization # _____ Total Time Authorized: _____

VIN # LAST 7 DIGITS 1	FOREST RIVER SERIAL # 2	FOREST RIVER BRAND NAME 3	MODEL/TYPE # 4	D.C.P. 5	IN SERVICE DATE 6	DATE REPAIRS COMPLETE 7	AUTHORIZATION # 8	MILEAGE 9
---------------------------------	-----------------------------------	-------------------------------------	--------------------------	--------------------	-----------------------------	-----------------------------------	-----------------------------	---------------------

Servicing Dealer: **10** Cust Name: **14**

DEALER # 11		
-----------------------	--	--

Claim No: **17**

Dealer R.O. # **18**

Approved Labor Rate: **12** Phone #: **15**

Dealer Signature: **13** Date: _____ Cust. Signature: **16** Date: _____

I certify that I have performed these repairs consistent with Forest River Policies. All repairs described have been inspected and are satisfactory.

WARRANTY REPAIR CLAIM FORM

Parts Description				Labor Description		Repair Code	Hours	Amount						
Qty.	Part Description (Attach copy of Parts Invoice)	Return Tag #	D.L.R. Cost	A. Complaint	22									
	19	20	21	Correction	23	24	25	26						
				B. Complaint										
				Correction										
				C. Complaint										
				Correction										
				D. Complaint										
				Correction										
Parts Total				E. Complaint										
				Correction										
<table border="1"> <tr> <th>Brand Name</th> <th>Model Number</th> <th>Serial Number</th> </tr> <tr> <td>27</td> <td></td> <td></td> </tr> </table>				Brand Name	Model Number	Serial Number	27			F. Complaint				
Brand Name	Model Number	Serial Number												
27														
				Correction										
				G. Complaint										
				Correction										
				H. Complaint										
				Correction										

PLEASE NOTE

- Sublet repairs will not be allowed without a copy of the sublet bill.
- Claims must be returned with defective parts and copy of parts invoice.
- Claims must have authorization number when applicable.
- Claims must be submitted 30 days from completion of repairs.

FOREST RIVER, INC. USE ONLY		DEALER TOTALS	
LABOR		LABOR	28
PARTS		PARTS	29
SUBLET		SUBLET	30
TOTAL PAYMENT		TOTAL PAYMENT	31
Approved by	Date		

**PLEASE SEE REVERSE
SIDE FOR CORRECT MAILING ADDRESS**

White, Green & Canary Copies Return to FOREST RIVER, INC. - Dealer Retains Pink & Gold

Forest River, Inc. Warranty Claim Form

Warranty Claim Completion Assistance

1. Chassis VIN #,	Chassis or Forest River, Inc. VIN #
2. Forest River, Inc. Unit Serial #	
3. Forest River, Inc. Brand Name	Georgetown, Cedar Creek, Etc.
4. Model/Type #	
5. D.O.P.	Date of Purchase
6. In service date	Date unit arrives for service appointment
7. Date repairs completed	Date unit is available for customer use
8. Authorization #	# Issued by Warranty Administrator
9. Mileage	Motorized units only
10. Servicing Dealer	Dealership name & address
11. Dealer #	Account # to insure payment is made to correct dealer
12. Approved Labor Rate	
13. Dealer Signature	Dealer personnel writing the warranty claim
14. Customer Name	Retail customer name & Address
15. Phone #	Retail customer phone #
16. Customer Signature	Customer must sign completed copy of claim
17. Claim No.	Warranty Labor Claim # Example: W 012345
18. Dealer R.O. #	Optional information
19. Parts Description	Parts invoice must be included
20. Return Tag #	Parts return tag, see form section for copy
21. DLR. Cost	Dealer cost of part listed
22. Labor Description	Complaint, describe the issue from the customer
23. Labor Description	Correction, How did you resolve the issue
24. Repair Code	Flat Rate manual code that best describes the issue
25. Hours	Time allowed by Flat rate, or Time involved with Straight time issues.
26. Amount	Total labor amount
27. Appliance Information	Brand, Model, Serial # for any appliance issue
28. Labor Amount total	All labor listed on this claim.
29. Parts Amount total	All Parts listed on this claim in the parts section
30. Sublet Amount total	All Sublet billings listed on this claim
31. Total Payment	Grand Total of Labor, Parts, & Sublet

FOREST RIVER, INC.

PARTS RETURN TAGS

PR

Dealer Name _____

Address _____

City _____ **State** _____

Item Description _____

Forest River, Inc. Serial # _____ **Forest River, Inc. Warranty Claim #** _____

Reason for Return _____

_____ **Return Via** _____

Dealer Signature _____ **Driver's Signature** _____

Forest River, Inc. Parts Invoice # _____ **Credit** _____ **Replace** _____

All parts being returned MUST be accompanied by a copy of the Parts' Invoice and all three copies of the Forest River, Inc. Warranty Claim.

White Copy to Dealer

Canary, Pink & Gold w/Part to Forest River, Inc.



REIMBURSEMENT POLICY

As a Forest River, Inc. Authorized Service Center, you are authorized to perform repairs on Forest River RV products under the terms of the Forest River RV Policy and Procedure manual. Specific procedures for receiving reimbursement for warranty-covered repairs are found in this manual. These procedures are designed to help you get prompt reimbursement for the labor and parts used in the performance of warranty related repairs.

LABOR RATE

Forest River will reimburse the dealership and/or service center at an approved retail labor rate, as long as such rate is generally competitive with rates being charged for like services in the dealer's market area. The dealer will be notified in writing of the labor rate and the effective date of that rate. The labor rate will remain in effect until the dealer is notified in writing of a new rate and effective date. Forest River may take the following into consideration in assigning an approved labor rate.

- DEALER SERVICE FACILITIES
- TECHNICIAN QUALIFICATION LEVELS AND TRAINING
- REQUIRED AND RECOMMENDED TOOLS AND EQUIPMENT
- ADHERENCE TO FOREST RIVER POLICIES AND PROCEDURES
- CONSUMER PRICE INDEX (CPI) FOR THE MOST RECENT CALENDAR YEAR PERIOD
- LABOR RATE CHARGED BY OTHER RV DEALERS LOCATED IN THE SAME GENERAL MARKET AREA
- OTHER RELATED INDICATORS OF DEALER SERVICE CAPABILITIES AND PERFORMANCE

Dealers may apply annually for a rate increase if business conditions and competitive pressure have increased the labor rates, technician pay scales, or other costs to justify raising the posted retail labor rate at the dealership. No increase will be considered until after one (1) year (12 months) from the last increase. The new rate becomes effective when approved and the dealer is notified in writing with an effective date of the increase. Warranty repairs done after the new effective date can be billed at the new rate. Labor rate increases are not retroactive.

FLAT RATE / STRAIGHT TIME

Dealers are provided a Forest River RV Flat Rate Manual containing labor times allowed for most warranty repairs. The labor operation codes, failure codes, and time allowances in this manual are provided for use in submitting claims for warranty reimbursement. The dealer will be reimbursed for each repair by the allowed time multiplied by the dealer's authorized labor rate.

FOREST RIVER DEALER LABOR RATE REQUEST FORM



Please complete this form and either email to laborraterequest@forestriverinc.com or fax to (574) 534-9458.

SEVEN DIGIT ACCOUNT NUMBER

--	--	--	--	--	--	--

Dealership Name

Doing Business As (DBA—if applicable)

Mailing Address

City

State

Zip

Dealership Email Address

DEALER PHONE (____) ____ - ____

DEALER FAX (____) ____ - ____

CURRENT LABOR RATE	REQUESTED LABOR RATE	DATE OF LAST INCREASE
\$	\$	

Number of **Service Bays** _____ Number of **Technicians** _____ Number of **Certified Technicians** _____

CERTIFIED TECHNICIAN NAME	CERTIFICATION NUMBER

JUSTIFICATION FOR INCREASE

Do you provide paint and body repair? ☐ YES ☐ NO

Do you provide welding? ☐ YES ☐ NO

Do you provide alignments? ☐ YES ☐ NO

Do you provide upholstery repair? ☐ YES ☐ NO

Do you provide fiberglass and gel repair? ☐ YES ☐ NO

Do you provide chassis/frame/axle repair? ☐ YES ☐ NO

Do you provide linoleum repair? ☐ YES ☐ NO

How many days will owners of Forest River products be required to wait (due to work load) prior to receiving service? _____ days

To qualify for a warranty labor rate equal to your dealership labor rate, you must: (X)

- ☐ Include at least two (2) copies of paid customers' repair orders that show your requested retail rate.
- ☐ Have a functional service bay.
- ☐ Have one or more full-time service technicians.
- ☐ Have tools and equipment to complete repairs, which shall include LP gas manometer and 12-volt polarity testers.
- ☐ Stock adequate parts for your service facility.
- ☐ Agree to send your service technicians and administrators to Forest River training sessions.
- ☐ Agree to provide timely service to all owners of Forest River RV brands, whether sold by your dealership or not.
- ☐ Guarantee your service work, to provide recourse to Forest River for correction of inadequate or improper repairs.
- ☐ Photo of your posted retail labor rate in a conspicuous location in your dealership.
- ☐ Agree to provide recall repair work, whether sold by your dealership or not.
- ☐ Agree to provide Technical Service Bulletin (TSB) repair work, whether sold by your dealership or not.

I certify that I am in compliance with the specifications and conditions on this application and that supporting records are available for review by Forest River upon request. I further certify that the currently posted retail labor rate for my dealership is \$_____ per hour. I hereby request an increase in our warranty to \$_____ per hour.

Authorized Dealer Name (print)

Authorized Dealer Signature ____ / ____ / ____
Date

NOTE: Only ONE labor rate increase will be considered in a 12-month period.

FOREST RIVER USE ONLY:

Amount Approved \$ _____ Date Effective ____ / ____ / ____

Approved by _____ Date ____ / ____ / ____

Notes _____

FOREST RIVER UNIT DROP-OFF FORM



DATE	TIME

DEALERSHIP NAME	ADDRESS, CITY, STATE, ZIP

RETAIL CONTACT INFORMATION

FIRST NAME	LAST NAME
ADDRESS, CITY, STATE, ZIP	
PHONE NUMBER	EMAIL ADDRESS
VIN NUMBER	TYPE OF VEHICLE
CUSTOMER(S) SUMMARY OF ISSUE(S) (Include date when you first noticed the issue and the date of most recent occurrence)	

IF DEALERSHIP IS UNABLE TO COMPLETE REPAIRS IMMEDIATELY FOLLOWING DROP-OFF, CUSTOMER ELECTS TO STORE RECREATIONAL VEHICLE AT DEALERSHIP UNTIL REPAIRS ARE COMPLETED. CUSTOMER AGREES THAT SUCH STORAGE IS VOLUNTARY AND DOES NOT PREVENT USE OF RECREATIONAL VEHICLE.

Customer's Signature

Date

Dealership Signature

Date

FOREST RIVER FORMULAIRE DE REMISE D'UNITÉ



DATE	HEURE

NOM DU CONCESSIONNAIRE	ADRESSE, VILLE, PROVINCE, CODE POSTAL

INFORMATION DE CONTACT DU CLIENT

PRÉNOM	NOM DE FAMILLE
ADRESSE, VILLE, PROVINCE, CODE POSTAL	
NUMÉRO DE TÉLÉPHONE	ADRESSE COURRIEL
NUMÉRO DE SÉRIE	TYPE DE VÉHICULE
SOMMAIRE DES PROBLÈMES DU CLIENT	
(Inclure la date où le problème a débuté et la date la plus récente où le problème est revenu)	

SI LE CONCESSIONNAIRE NE PEUT COMMENCER LES RÉPARATIONS IMMÉDIATEMENT SUITE À LA REMISE DE L'UNITÉ, LE CLIENT ACCEPTE DE FAIRE ENTREPOSER SON UNITÉ CHEZ LE CONCESSIONNAIRE JUSQU'À CE QUE LES RÉPARATIONS SOIENT COMPLÉTÉES. LE CLIENT ACCEPTE QUE CET ENTREPOSAGE EST VOLONTAIRE ET NE L'EMPÊCHE PAS D'UTILISER SON VÉHICULE RÉCRÉATIF.

Signature du client

Date

Signature du concessionnaire

Date

Flat Rate System

Forest River, Inc. has investigated and reviewed the industry standards for the RV flat rate system during the development and improvement of our flat rate manual.

This manual has been separated into several different categories to allow easier access in locating the proper flat rate code. The categories are separated into sections relating to the unit itself such as exterior, interior, 12 volt, etc.

The flat rate times have been established through studies of industry standards along with averages experienced by our dealers as well. If you believe a time is not correct and should be adjusted, please submit a flat rate change request form to your appropriate warranty administrator.

Please use appropriate codes when available. If no exact or closely relating code can be found for the listed repair, you must contact your warranty administrator for assistance.

Several flat rate codes have specific requirements such as contact vendor for authorization, authorization required, etc. Please be sure you look at any details relating to the flat rate code in which you have selected.

Your warranty administrator must authorize all labor requests above or outside the guidelines of the flat rate manual. Please review the authorization information in the warranty section of this manual.

Click the hyper link below to be directed to our web site. This will allow dealer sign in to access on-line flat rate manual, claim filing, etc.

<http://dealers.forestriverinc.com/>



Flat Rate Change Request Form

Duane Casteel
Dcasteel@forestriverinc.com

Fax # 574-534-4941
Phone # 574-533-8460

Dealer #: _____ **Date:** _____

Dealership Name: _____

Address: _____

City: _____ **ST.** _____ **Zip** _____

Phone #: _____ **Fax #:** _____

Code Number _____ **Current Time** _____

Description: _____

Request Time Changed to _____

Reason for Request: _____

Requested By: _____

Office Use Only; **Approved:** _____ **Denied:** _____

Parts System

Parts may be ordered from Forest River, Inc. through fax, e-mail or phone.

Parts Order Form

Forest River has developed a Parts Order Form, which can be e-mailed or faxed to you. Please contact your parts department sales administrator for a copy of this form.

All orders must be submitted on a Dealer Purchase Order (PO) or Forest River Parts Order Form. We recommend that you always include a PO number with your order for quick reference. Your PO number will allow for better tracking at both your dealership as well as our parts department.

In order to provide you with the fastest service possible, we ask that telephone orders be placed only when a single part or a small group of parts is required for an emergency repair. All telephone orders should be followed up with a written confirmation by e-mail or fax. To insure duplicate orders are not created, indicate on your written confirmation "this is a follow up to a phone order with _____".

We recommend that you fax or e-mail your orders using the "Dealer Order Form" or your own purchase order. The fax number or e-mail address for each division is located in the contact section of this manual.

Shipping

UPS - All parts of acceptable size and weight will be shipped UPS unless the dealer specifies an alternate method of shipment.

Motor Freight - All items too large or heavy for UPS will be shipped motor freight unless the dealer specifies an alternate method.

Dealer Pick Up - Upon request, items ordered in advance will be pulled and held in our dealer pick-up area pending arrival of dealership personnel. Minimum advance notice of forty eight (48) hours is required on dealer pick up orders. Special order items must be confirmed that they have arrived before pick up can be scheduled.

Unit shipment and dealer pick up orders will be held in our parts staging area for a period of 30 working days at which time the dealer will be contacted and a pick up date established. If requested, parts can be shipped in units. These items will be shipped in the next available unit being dispatched to the dealership. All unit loads must be completed at the designated parts department shipping area.

Shipment of some items via “unit shipment” is not allowed. Items not allowed to be unit shipped are items deemed too sharp, too big, too much weight or have a nature that will cause possible damage to the interior of the unit. This decision is solely up to the parts department management.

Next Day Air shipments - All Next Day Air shipment requests must be completed in writing. Forest River, Inc. requires a signed copy of the "Dealer Order Form" or your own purchase order requesting any special shipping, such as next day or second day air.

Parts damaged during shipments will be handled as needed following the guidelines outlined by each particular company. Please review the following information as an outline of how to handle the issue.

Motor Freight

If a freight shipment is refused, contact Forest River, Inc. immediately. Give details as to if the shipment was refused due to damage or shortages caused by damage of the shipment.

Receiving Motor Freight

A proper notation on the freight bill of shortages or damage at the time of delivery avoids releasing the carrier from liability.

Make sure the proper notation of shortages or damage is written on the freight bill at the time of delivery.

For damaged shipments, state the kind of damage (i.e. hole in carton, shipping tube broken, carton crushed, etc.).

On shipments with shortage, write the number of pieces short on the freight bill.

Concealed Loss or Damage (Loss or damage which does not become apparent until the merchandise has been unpacked.)

All freight bills should be signed "Subject to inspection" unless the carton is unpacked and inspected in the driver's presence.

If damage is discovered upon unpacking, make a written request for inspection by the carrier's agent within fifteen days of the delivery date and file a claim with the carrier.

Do Not make notations that the damage was caused by poor packing. Such a notation will result in the claim being denied regardless of how it was damaged. Do not discuss the issue of possible poor packaging with the shipping company. This will be determined by the shipping company and Forest River, Inc.

You must refuse all shipments, even if there is only one damaged piece. If possible, please contact your parts administrator as soon as possible while the driver is present.

UPS claims

When UPS delivers a damaged package you must refuse it at the time of delivery.

Do not tell UPS that poor packing caused the damage. This will result in the claim being denied regardless of the cause of damage. This will be determined by UPS and Forest River, Inc.

UPS will have their driver pick up the damaged part(s), which should be in the original shipping container.

UPS will do an inspection at their claim center and return the parts to us. Forest River, Inc. will file the UPS claim since we are the shipper. You will receive credit on your account as soon as the claim is paid. It is your responsibility to let us know of the damage. The freight company will not call us to replace your order. We will place another order for your parts as quickly as possible.

If you have any questions on motor freight or UPS damage claims, please call your parts representative.

Warranties on Parts

Forest River, Inc. does not warranty items sold; manufacturers supply their own guarantees and terms of warranty. For more information on a specific part, contact your parts administrator.

Parts Department "RETURN GOODS" Procedure

The procedure for returning items is designed to benefit the dealer, as well as the parts department, by minimizing delays and costs.

Dealers must obtain an authorization from their Parts Advisor before returning items to Forest River, Inc. parts. All requests for return authorization must be made within 15 days of the dealers' receipt of the ordered items.

All returned item(s) must be in new, usable condition. A copy of the parts invoice must be included with the returned part and must be returned to the division in which it was purchased. If the returned item(s) are received in poor or damaged condition, the dealer will be notified that no credit will be issued.

Freight must be pre-paid by the dealer on returned items. The dealer will be given credit for the freight charge if the return is the result of vendor or Forest River, Inc. parts error.

Items ordered by telephone will not be considered for return unless a written confirmation was e-mailed or faxed to Forest River, Inc. parts.

Parts orders given to your factory sales representative will not be honored as a valid parts order. All parts orders must be processed through our Forest River parts department.



FOREST RIVER PARTS - ELKHART

55135 C.R. 1, ELKHART, IN 46514

PHONE: 574-206-7600

PARTS FAX: 574-206-9062

ORDER FORM

PHONE: **547-206-7612** - CARDINAL/WILDCAT TOWABLES - WEST OF THE MISSISSIPPI
PHONE: **547-206-7615** - CARDINAL/WILDCAT TOWABLES - EAST OF THE MISSISSIPPI
PHONE: **547-206-7617** - CARDINAL/WILDCAT TOWABLES - IL, IN, MI, MN, WI
PHONE: **547-206-7617** - MOTORIZED - WEST OF THE MISSISSIPPI except MINNESOTA
PHONE: **547-206-7622** - MOTORIZED - EAST OF THE MISSISSIPPI, MN and CANADA

PURCHASE ORDER # _____

DATE: _____

ATTENTION

PARTS REPRESENTATIVE: _____

WRITTEN BY: _____

PRODUCT INFORMATION:

BRAND: _____

MODEL: _____

VIN # (LAST 7 DIGITS): _____

YEAR: _____

DEALER INFORMATION:

DEALER #: _____

DEALER NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

TELEPHONE: _____

FAX: _____

SHIPPING INSTRUCTIONS: UPS[] MFT[] DPU[] UNIT LOAD[] SER # _____

OTHER [] _____

QUANTITY	DESCRIPTION

(1) WHEN ORDERING CABINET DOORS, PLEASE PROVIDE DIMENSIONS (WIDTH x HEIGHT), STYLE AND COLOR.

(2) WHEN ORDERING EXTERIOR DOORS AND WINDOWS PLEASE GIVE ROUGH OPENING SIZE (WIDTH x HEIGHT), STYLE AND FRAME COLOR.

SPECIAL INSTRUCTIONS: _____

(1) **PURCHASE ORDER:** Mandatory for all orders

(2) **DATE:** The date the order was faxed.

(3) **ATTENTION PARTS REPRESENTATIVE:** The name of the Parts Representative to whom you are faxing the order.

(4) **WRITTEN BY:** The name of the person writing the order or saw the part in case there are any questions later.

(5) **PRODUCT INFORMATION:** Unit brand name, model, serial number (last 7 digits) and year.

(6) **DEALER INFORMATION:** Dealer number (your parts advisor can tell you your number if you don't know it), Dealer name, address, state, zip code, phone and FAX numbers.

(7) **FREIGHT AUTHORIZATION:** If your order is too large or heavy to ship UPS, it will be shipped freight. You must check 'yes' for it to ship

(8) **SHIPPING INSTRUCTIONS:** Select your preferred method of shipment. If your order won't ship the way you want, you will be notified.

(9) **QUANTITY:** Indicate how many of each part you need.

(10) **DESCRIPTION:** The best possible description or part number when available of the items you need.

(11) **SPECIAL INSTRUCTIONS:** Any notes or information you'd like to add, such as direct ship instruction and etc.,

Any claim against the above unit that has not been identified on this form at the time of delivery or within 3 business days of delivery will be subject to evaluation at the time the claim is submitted. All claims must be resolved within 60 days of the above date.



FOREST RIVER, INC.

TOWABLES

CUSTOMER DELIVERY AND WARRANTY REGISTRATION FORM

DEALER TO ASSURE THAT THIS FORM IS PROPERLY COMPLETED AND RETURNED TO FOREST RIVER, INC. WITH (10) WORKING DAYS AFTER PDI AND DELIVERY IS PERFORMED

SEND FORM TO FOREST RIVER, INC. 1803 CENTURY DRIVE GOSHEN, IN 46528 574-534-3167

OWNERS NAME:		E-MAIL ADDRESS:		DEALERS NAME:		VIN #		
ADDRESS:	Street:	State:	Zip:	ADDRESS:	Street:	City:	State:	ZIP:
DEL DATE:	PHONE #:	FOREST RIVER INC. SERIAL #			BRAND		MODEL #	

PLEASE MARK X IN BOX, LEAVE BLANK IF NOT APPLICABLE. DEALER / LEFT COLUMN, CUSTOMER / RIGHT COLUMN

ELECTRICAL SYSTEM		RUNNING GEAR/FRAME		ALL FITTINGS TIGHT/NO SYSTEM LEAKS	
120 VOLT SYSTEM/CIRCUITS, BREAKERS, OPERATION		BRAKE ADJUSTMENTS AND MAINTENANCE IF NECESSARY		P-TRAPS/VENTS TIGHT AND CONNECTED	
120 VOLT AUXILIARY GENERATOR OPERATION		BRAKE WIRE CONNECTIONS CHECKED		EXTERIOR	
12 VOLT/CONVERTOR CIRCUITS, FUSES, OPERATION		COUPLING/COUPLING PROCEDURES AND OPERATION		ENT. DOOR(S)/COMPT. DOORS/LOCK-ALL KEYS	
GROUND FAULT CIRCUIT INTERRUPTOR (GFCI)		OPERATE AND LUBE JACKS IF NECESSARY		ENT. STEP(S) LEVEL/SECURE TO FRAME/ALIGNED	
ALL INTERIOR LIGHTS, RECEPTS, SWITCHES		TIRE CONDITION AND PRESSURE SET @ _____ PSI (INCL SPARE)		TRIM/SEALANTS, WINDOWS, ROOF, BODY	
ALL EXTERIOR LIGHTS, RECEPTS, SWITCHES		WHEEL LUG TORQUE SET/MFG. SPEC RE-CK@ 50 AND 250 MI		WINDOWS, PROPER OPERATION	
BATTERY SYSTEM(S)/CONNECT TESTED		SPARE TIRE CHECKED FOR SIZE, PRESSURE CONDITION		AWNING DEMONSTRATED/CANVAS CHECKED	
MONITOR PANEL OPERATION		LP GAS SYSTEM		FULE STATION-SURVY DEMONSTRATE/OPERATION	
PHONE/SATELLITE FUNCTIONS		LOCATION OF LP LINES AND CONNECTIONS SECURED		STABILIZER JACKS DEMONSTRATED	
AUDIO/VIDEO ENTERTAINMENT SYSTEM FUNCTIONS		OPERATION OF REGULATOR AND AUTO-CHANGEOVER		EXTERIOR MAINTENANCE PROCEDURES EXPLAINED	
CARBON MONOXIDE DETECTOR		THE LP SYSTEM WAS CHECKED		SLIDE OUT(S) (IF APPLICABLE)	
SMOKE DETECTOR		AT _____ (LOCATION) HOLDING _____ IN		OPERATION AND MANUAL OVERRIDE DEMONSTRATED	
SHORE CORD INSPECTION AND OPERATION		WC FOR _____ MIN. THE PRESSURE WAS THEN ADJUSTED TO _____ IN WC.		INTERIOR/EXTERIOR SEALS CHECKED	
APPLIANCES		GENERAL		HYDRAULIC OR ELECTRIC PUMPLINES CHECKED	
FURNACE AND THERMOSTAT		WATER/PLUMBING SYSTEM		SLIDE OUT TOPPER(S) CANVAS/OPERATION CHECKED	
RANGE/OVEN		POTABLE WATER INTAKE/DRAIN LOCATIONS		ALL ACCESSORIES (INCLUDING REMOTES) ARE IN UNIT	
WATER HEATER		CITY WATER FILL CONNECTIONS		WARRANTY FORMS COMPLETED AND REVIEWED	
REFRIGERATOR		DEMAND PUMP FUNCTIONS		ALL REQUIRED LITERATURE IS IN UNIT	
AIR CONDITIONER AND THERMOSTAT		FAUCET/FIXTURES/INCL. WD.-WASHER PRESSURE CHECKED		ALL OWNERS MANUALS IN UNIT AND REVIEWED	
MICROWAVE		WINTERIZING PROCEDURE/BY PASS DEMONSTRATED		FIRE EXTINGUISHER INSTALLED	
TV ANTENNA AND CABLE HOOK UP		EXTERIOR SHOWER DEMONSTRATED		ALL FURNITURE APPEARANCE/FUNCTION CHECKED	
ALL OPTIONAL APPLIANCES NOT LISTED		BLACK AND GREY HOLDING TANKS/GATE VALVE OPERATIONS		ALL FLOORING/APPEARANCE/FREE OF DEFECTS	
FOLDING CAMPER AND BUNK END UNITS ONLY		FRESH WATER TANK FILLED/EMPTYED		HANDLING/TOWING CHECKED, TEST DRIVE	
COMPLETE SET-UP/CLOSING AND LIFTER DEMONSTRATION		TOILET OPERATION			
FIT AND FINISH AND CONDITION OF CANVAS		WATER FILTER OPERATION DEMONSTRATED			

LIST DEALER INSTALLED OPTIONS (THESE ARE NOT COVERED UNDER THE FOREST RIVER, INC. LIMITED WARRANTY)

OWNER/DEALER INSPECTION REVIEW

1. EXTERIOR AND INTERIOR FIT AN FINISH
2. OPERATED ALL APPLIANCES, OPTION EQUIPMENT AND ACCESSORIES (REVIEWED MAINTENANCE AND SAFETY OF LP GAS SYSTEM)
3. EXPLAINED WEIGHT RATINGS, LIMITATIONS AND PROPER LOAD DISTRIBUTION, TOW VEHICLE GVWR, HITCH, SET-UP, BRAKE CONTROL.
4. OPERATED ALL FRESH WATER AND PLUMBING COMPONENTS, INCLUDING PROPER WINTERIZATION AND DRAIN LOCATIONS.
5. COMPLETE REVIEW OF OWNERS MANUALS AND HIGHLIGHT OF SAFETY ISSUES.

I have completed the above inspections on the family recreational vehicle to my satisfaction and have been offered a test drive at the time of purchase. I understand that issues regarding damage such as scratches, tears, dents, broken items, etc. will not be warranted except those notes in the space:

I have had the opportunity to review the Forest River, Inc. Limited warranty during the purchase of this unit and I understand that this product is designed to be used for recreational camping and travel. I have been given the opportunity to make notations in the space provided above, have observed or received satisfactory explanation to all questions regarding the items listed during this delivery process.	
DATE	
PURCHASER'S SIGNATURE	
DEALER'S SIGNATURE	



Dealer #: _____ Date: _____

Dealership Name _____

Address: _____

City: _____ ST _____ Zip _____

Phone #: _____ Fax# _____ Mileage _____

VIN #: _____
(Last 7) _____ Model# _____ Year : _____

Customer Name: _____ Purchase Date: _____

List problem(s) with corrective action & time requested

[If job is flat rated & within time allotted - no authorization is necessary]

Problem: _____	

Correction: _____	

Time Requested:	Flat Rate Code
Problem: _____	

Correction: _____	

Time Requested:	Flat Rate Code
Problem: _____	

Correction: _____	

Time Requested:	Flat Rate Code
Requested By: _____	
Total Time: _____	

Authorization # _____ Total Time Authorized: _____



REIMBURSEMENT POLICY

As a Forest River, Inc. Authorized Service Center, you are authorized to perform repairs on Forest River RV products under the terms of the Forest River RV Policy and Procedure manual. Specific procedures for receiving reimbursement for warranty-covered repairs are found in this manual. These procedures are designed to help you get prompt reimbursement for the labor and parts used in the performance of warranty related repairs.

LABOR RATE

Forest River will reimburse the dealership and/or service center at an approved retail labor rate, as long as such rate is generally competitive with rates being charged for like services in the dealer's market area. The dealer will be notified in writing of the labor rate and the effective date of that rate. The labor rate will remain in effect until the dealer is notified in writing of a new rate and effective date. Forest River may take the following into consideration in assigning an approved labor rate.

- DEALER SERVICE FACILITIES
- TECHNICIAN QUALIFICATION LEVELS AND TRAINING
- REQUIRED AND RECOMMENDED TOOLS AND EQUIPMENT
- ADHERENCE TO FOREST RIVER POLICIES AND PROCEDURES
- CONSUMER PRICE INDEX (CPI) FOR THE MOST RECENT CALENDAR YEAR PERIOD
- LABOR RATE CHARGED BY OTHER RV DEALERS LOCATED IN THE SAME GENERAL MARKET AREA
- OTHER RELATED INDICATORS OF DEALER SERVICE CAPABILITIES AND PERFORMANCE

Dealers may apply annually for a rate increase if business conditions and competitive pressure have increased the labor rates, technician pay scales, or other costs to justify raising the posted retail labor rate at the dealership. No increase will be considered until after one (1) year (12 months) from the last increase. The new rate becomes effective when approved and the dealer is notified in writing with an effective date of the increase. Warranty repairs done after the new effective date can be billed at the new rate. Labor rate increases are not retroactive.

FLAT RATE / STRAIGHT TIME

Dealers are provided a Forest River RV Flat Rate Manual containing labor times allowed for most warranty repairs. The labor operation codes, failure codes, and time allowances in this manual are provided for use in submitting claims for warranty reimbursement. The dealer will be reimbursed for each repair by the allowed time multiplied by the dealer's authorized labor rate.

FOREST RIVER DEALER LABOR RATE REQUEST FORM



Please complete this form and either email to laborraterequest@forestriverinc.com or fax to (574) 534-9458.

SEVEN DIGIT ACCOUNT NUMBER

--	--	--	--	--	--	--

Dealership Name

Doing Business As (DBA—if applicable)

Mailing Address

City

State

Zip

Dealership Email Address

DEALER PHONE (____) ____ - ____

DEALER FAX (____) ____ - ____

CURRENT LABOR RATE	REQUESTED LABOR RATE	DATE OF LAST INCREASE
\$	\$	

Number of **Service Bays** _____ Number of **Technicians** _____ Number of **Certified Technicians** _____

CERTIFIED TECHNICIAN NAME	CERTIFICATION NUMBER

JUSTIFICATION FOR INCREASE

Do you provide paint and body repair? ☐ YES ☐ NO

Do you provide welding? ☐ YES ☐ NO

Do you provide alignments? ☐ YES ☐ NO

Do you provide upholstery repair? ☐ YES ☐ NO

Do you provide fiberglass and gel repair? ☐ YES ☐ NO

Do you provide chassis/frame/axle repair? ☐ YES ☐ NO

Do you provide linoleum repair? ☐ YES ☐ NO

How many days will owners of Forest River products be required to wait (due to work load) prior to receiving service? _____ days

To qualify for a warranty labor rate equal to your dealership labor rate, you must: (X)

- ☐ Include at least two (2) copies of paid customers' repair orders that show your requested retail rate.
- ☐ Have a functional service bay.
- ☐ Have one or more full-time service technicians.
- ☐ Have tools and equipment to complete repairs, which shall include LP gas manometer and 12-volt polarity testers.
- ☐ Stock adequate parts for your service facility.
- ☐ Agree to send your service technicians and administrators to Forest River training sessions.
- ☐ Agree to provide timely service to all owners of Forest River RV brands, whether sold by your dealership or not.
- ☐ Guarantee your service work, to provide recourse to Forest River for correction of inadequate or improper repairs.
- ☐ Photo of your posted retail labor rate in a conspicuous location in your dealership.
- ☐ Agree to provide recall repair work, whether sold by your dealership or not.
- ☐ Agree to provide Technical Service Bulletin (TSB) repair work, whether sold by your dealership or not.

I certify that I am in compliance with the specifications and conditions on this application and that supporting records are available for review by Forest River upon request. I further certify that the currently posted retail labor rate for my dealership is \$_____ per hour. I hereby request an increase in our warranty to \$_____ per hour.

Authorized Dealer Name (print)

Authorized Dealer Signature

____ / ____ / ____
Date

NOTE: Only ONE labor rate increase will be considered in a 12-month period.

FOREST RIVER USE ONLY:

Amount Approved \$ _____ Date Effective ____ / ____ / ____

Approved by _____ Date ____ / ____ / ____

Notes _____



Flat Rate Change Request Form

Duane Casteel
Dcasteel@forestriverinc.com

Fax # 574-534-4941
Phone # 574-533-8460

Dealer #: _____ **Date:** _____

Dealership Name: _____

Address: _____

City: _____ **ST.** _____ **Zip** _____

Phone #: _____ **Fax #:** _____

Code Number _____ **Current Time** _____

Description: _____

Request Time Changed to _____

Reason for Request: _____

Requested By: _____

Office Use Only; **Approved:** _____ **Denied:** _____



FOREST RIVER PARTS - ELKHART

55135 C.R. 1, ELKHART, IN 46514

PHONE: 574-206-7600

PARTS FAX: 574-206-9062

ORDER FORM

PURCHASE ORDER # _____

DATE: _____

ATTENTION

PARTS REPRESENTATIVE: _____

WRITTEN BY: _____

PRODUCT INFORMATION:

BRAND: _____

MODEL: _____

VIN # (LAST 7 DIGITS): _____

YEAR: _____

DEALER INFORMATION:

DEALER #: _____

DEALER NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

TELEPHONE: _____

FAX: _____

FREIGHT AUTHORIZATION: YES ☐ **NO** ☐

SHIPPING INSTRUCTIONS: UPS ☐ **MFT** ☐ **DPU** ☐ **UNIT LOAD** ☐ **SER #** _____ **OTHER** ☐

QUANTITY	Part #	Description

(1) WHEN ORDERING CABINET DOORS, PLEASE PROVIDE DIMENSIONS (WIDTH x HEIGHT), STYLE AND COLOR.

(2) WHEN ORDERING EXTERIOR DOORS AND WINDOWS PLEASE GIVE ROUGH OPENING SIZE (WIDTH x HEIGHT), STYLE AND FRAME COLOR.

SPECIAL INSTRUCTION: _____

FOREST RIVER, INC.

PARTS RETURN TAGS

PR

Dealer Name _____

Address _____

City _____ State _____

Item Description _____

Forest River, Inc. Serial # _____ Forest River, Inc. Warranty Claim # _____

Reason for Return _____

Return Via _____

Dealer Signature _____ Driver's Signature _____

Forest River, Inc. Parts Invoice # _____ Credit _____ Replace _____

All parts being returned MUST be accompanied by a copy of the Parts' Invoice and all three copies of the Forest River, Inc. Warranty Claim.

White Copy to Dealer

Canary, Pink & Gold w/Part to Forest River, Inc.



This manual is provided courtesy of **RV Tech Cheat Sheet**



Professional resources for the whole RV industry — free.

We put manuals, wiring diagrams and hard-won tech knowledge in every technician's hands, so repairs get done right the first time, techs work faster, and RV owners everywhere get better service.



rvtechcheatsheet.com/manuals

Find thousands more RV manuals, wiring diagrams and parts lists

RV techs: share fixes, ask questions and learn from each other.

Join our free Facebook group →



Follow proper safety practices. If in doubt, consult a professional RV technician.