

FOREST RIVER

The Forest River Way:
A Dealer's Customer Experience Guide



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Glossary of Terms

Warranty Representative – The person at Forest River that works in the Warranty/Customer Service Department.

Parts Representative – The person at Forest River that works in the Parts Department.

Retail Customer – The customer that purchases the unit from the Dealer.

Dealer Admin – The person assigned at the Dealership to maintain users on Dealer Connect.

F.R.D.C. – Acronym for *Forest River Dealer Connect*, the Dealer portal. Dealers will use F.R.D.C. to view units, parts orders, claims, SPIFFs, and service campaigns.

PDI – Acronym for Pre-Delivery Inspection. Dealer will perform this inspection prior to the sale of the unit.

DAF – Acronym for Dealer Acceptance Form. This form allows the Dealer and Transport Driver to note damage and shortages to the unit during delivery from the Forest River factory to the Dealership.

DUIF – Acronym for Dealer Unit Inspection Form. This form provides guidance to the Dealer when performing the secondary inspection allowed by Forest River within 3 business days from delivery.

DPU – Acronym for Dealer Pick Up. When a unit is transported, a Dealer may hire their own transporter or send an employee to pick up the unit and deliver it to the Dealership.

The Goal of The Forest River Way

Welcome to the Forest River family!

Forest River developed this guide to assist you with servicing our recreational products. It will help you understand the expectations we have of you as a Forest River Dealer and the procedures required to deliver a premium product to our end customers, the Retail Customer. It will also guide you on how to proceed when problems do occur, and it becomes necessary for the Dealer to perform repairs.

Please share this guide with all service, warranty, sales, parts, and applicable office personnel. It is important that they have knowledge of the expectations and procedures when it comes to any Forest River recreational product. Not understanding the guidelines set in **The Forest River Way** could cause delays in payment of claims, shipment of parts, and delivery of units, along with restrictions in our ability to provide optimum customer service to you and the Retail Customer.

The Forest River Way is subject to change and may be updated at any time. While we will try to communicate the changes with you, please periodically check the *Documents* quick link (Home>Quick Links>Documents) on Forest River Dealer Connect (F.R.D.C.) for updates to the guide. The version date in the header will update with the most recent change date.

Forest River values your comments and suggestions for improvement. If you would like to share them, please contact your respective Warranty Representative. They will forward them to the appropriate party for review. You may also email Corporate_Training@forestriverinc.com.

A. Responsibilities of a Forest River Dealer

As a Forest River Dealer, the Retail Customer experience starts with you. They associate you with Forest River and therefore they already have expectations. As a Dealer, you will have certain responsibilities.

- Perform timely warranty work on Forest River recreational products.
- Provide a quality level of customer service.
- Provide Forest River parts to repair defective product.
- Provide detailed information when a defect exists for proper review by a Forest River Representative.
- Perform required inspections and maintenance, and document all problems found.
- Use F.R.D.C. to register units, file claims, order parts, submit SPIFFs, and attach documents.
- Keep your account in good standing and account contacts up to date.
- Set up and maintain user accounts on F.R.D.C.
- Follow the guidelines outlined in this document to the best of your ability.

B. Responsibilities of Forest River to the Dealer

Forest River also has responsibilities to you, the Dealer, in providing a quality product to our Retail Customers.

- Provide excellent customer service.
- Respond to phone calls and emails in a timely manner.
- Provide parts within 5-10 business days from the time we receive an order.

- Update warranty authorization requests within 48 hours.
- Pay warranty claims within 30 days from payment submission.
- Review comments and suggestions from our Dealers to improve your experience with Forest River.
- Educate Dealers on new products and repairs.
- Provide and/or arrange training when requested.
- Provide a superior product, with a high-quality standard.
- Satisfy Customers – It is our #1 priority.
- Continue to update the data provided F.R.D.C. (catalogs, flat rate, service campaigns, and message board).

If you find that Forest River is not performing these responsibilities, please contact department or brand managers. We value your feedback.

C. How to Contact Your Forest River Representatives

Forest River is divided into brands that operate somewhat independently. When you are ready to contact someone for assistance, you will want to find the Representatives that are associated with the brand of the unit. You will find this contact information in the F.R.D.C. *Quick Links* (Home>Quick Links) on the site's homepage.

Warranty and Parts contact information is in the first quick link – *Warranty & Parts Contacts* under “*For Parts & Warranty Inquiries*” (Home>Quick Links>Warranty & Parts Contacts>For Parts & Warranty Inquiries). The list is divided by brand and department with phone numbers and emails. We do our best to keep the information up to date. Most brands also list a main number you can use to contact the appropriate person.

F.R.D.C. lists contact information for portal help in the same quick link under “*For Help*” (Home>Quick Links>Warranty & Parts Contacts>For Help). Each brand has their own designated person to assist you in navigating the portal and answering any questions you may have. If you are having difficulty finding the correct contact information, please call our corporate office at 574-389-4600 and the operator will direct you to that individual.

Most offices in the Midwest are open from 8a.m. to 4p.m. Eastern Standard Time (EST). Most offices on the West Coast are open from 8a.m. to 4p.m. Pacific Time (PST).

What is Forest River Dealer Connect (F.R.D.C.)?

Forest River launched Forest River Dealer Connect in May 2019. This latest web portal allows Dealers to:

- Review inventory and all units sold by the Dealership.
- Attach documents, such as the **Warranty Registration** and **Dealer Acceptance Form**, to the VIN record.
- Create *Option Notes* regarding changes to the unit post-delivery from Forest River.
- View invoices, MSRP, VIN options, detailed VIN information, claim and parts history, and more on the VIN record.
- Register a Retail Customer after the sale of a unit.
- Submit a SPIFF, if applicable, after the sale of a unit and view the status as it goes through the approval process.
- Review service campaigns, such as recalls and technical service bulletins, on the VIN and view documents associated with them. You will also be able to see if the campaign is open or closed right on the VIN.
- Have access to hundreds of help documents in the Brand folders in the *Document* quick link.
- Access training material for F.R.D.C. in the *Forest River Dealer Connect Training* quick link. This includes manuals and videos that walk new employees through the processes on F.R.D.C.
- File warranty claims and sort by many filters to see claims that need attention.
- Return warranty parts using the pre-paid UPS labels available on the claim.
- View payment information on the claim itself.
- Submit parts orders, track status changes, and access UPS tracking number. Once shipped and updated by Forest River, invoices are available on the order.
- View flat rate codes in individualized brand manuals.
- View parts catalogs individualized by brand with pictures for at least 85% of parts.
- Maintain dealership user setup. Dealers will have the ability to add, remove, and disable users, along with setting their security level for the portal.
- Set email notifications for both parts and warranty processes.
- Have several designated portal help specialists available for assistance.
- View the real-time Accounts Receivable statement.
- Read messages posted by Forest River on the *Message Board*.

You can get to Forest River Dealer Connect by typing the following address in your browser (Google Chrome is the preferred browser): www.frdealerconnect.com.

If you are a new Dealer, you will want to contact frdealerconnectadm@forestriverinc.com to set up a Dealer Administrator who will be responsible for setting up users at your dealership. In the subject line, please enter the following: Dealer Connect Admin Request.

Retail Customer Warranty

Forest River offers the Retail Customer a limited warranty on the unit. The warranty will vary slightly depending on the product that the Retail Customer has purchased. Please review the different warranties on the Forest River website under *Warranty Information* in the *Owners* section (<https://www.forestriverinc.com/Owners/Warranty-Information>).

A couple of things to note when discussing or reviewing the limited warranty on any Forest River product:

- Be sure to know the length of coverage for the unit. Most products have a one-year warranty on them. Some have longer periods. Others may have specific items that are warranted longer than the overall unit.
- There are exclusions and limitations to the warranty.
- The Purchaser (Retail Customer) has obligations, such as delivering the unit to the selling dealer or authorized warranty repair facility if repairs are needed and maintaining the unit.
- The Warrantor (Forest River) has obligations, which includes the ability to remedy defects on the unit.

As a Dealer, you must print a copy of the applicable **Forest River Limited Warranty** and review it with the customer when filling out the **Customer Delivery and Warranty Registration Form**. This ensures that they have received, read, and agreed to the terms and conditions in the Forest River Limited Warranty. They can then sign and date the **Limited Warranty** while doing the same with the registration form. The Dealer must supply a copy of the **Customer Delivery and Warranty Registration Form** to the Retail Customer once signed and retain a copy for themselves. The Dealer will also upload the registration form to the VIN details page on F.R.D.C. using the *Attach PDI/Registration to this VIN* button. The registration form must be submitted to Forest River within ten (10) business days from the date of sale. See the "Retail Owner Delivery and Education" section in "The Forest River Way" for additional information.

You are a New Dealer. What Now?

A new Forest River Dealer must complete several tasks before selling and servicing units. The Forest River Salesperson already filled out an application with you as part of the on-boarding process, but that is only the first step.

A. Application and On-Boarding Process

Once the Dealer has filled out the application, the Forest River Salesperson will turn it in. The review process begins. Accounting will set up the account with specific terms and notify Warranty and Parts that we have added a new dealer. At that time, a Representative will contact the Dealership asking them to complete the labor rate request and portal setup.

B. Labor Rate Request Form

Before any claims can be submitted, a Dealer must request a labor rate. Forest River may take into consideration the following when assigning an approved rate:

- Dealer service facilities
- Technician qualification levels and training
- Required and recommended tools and equipment
- Consumer Price Index (CPI) for the most recent calendar year period
- Labor rates approved by other RV Dealers located in the same general market area
- Other related indicators of Dealer service capabilities and performance

Forest River will notify the dealership in writing of the approved retail labor rate and the effective date of that rate. Forest River Warranty will reimburse the Dealer for each repair using the allotted repair time found in the *Flat Rate Manual* multiplied by the Dealer's approved labor rate.

This labor rate will remain in effect until the Dealer applies for a new rate. A request should be made if business conditions, competitive pressure, pay scales, or other costs justify raising the posted retail labor rate at the dealership. Forest River will review the following when the request is made:

- Dealer service facilities
- Technician qualification levels and training
- Required and recommended tools and equipment
- Adherence to Forest River policies and procedures after the last approval
- Consumer Price Index (CPI) for the most recent calendar year period
- Labor rates approved by other RV Dealers located in the same general market area
- Warranty behavior compared to other Dealers
- Other related indicators of Dealer service capabilities and performance

No increase will be considered until after one year (12 months) from the last increase. The **Labor Rate Request Form** can be found in the *Documents* quick link on F.R.D.C. under *Policy & Procedure* (Home>Quick Links>Documents>Policy & Procedure). All rates become effective after Forest River has approved the request (usually within 7-10 business days) and has notified the Dealer in writing with the effective date and

amount of the increase. Warranty repairs created after the new effective date are billed at the new rate. Labor rate increases are not retroactive and will not be applied to claims already created and/or submitted under the previous rate.

C. Tech Training Available – Product Training

As a new Dealer, you can request training for your Service Technicians. The request should be made through the brands you are selling. If they have people available to do this, they will arrange the training and determine if it will be held at the dealership or at Forest River.

Forest River also sponsors Level I and Level II Service Technician training once a year. Information is posted on F.R.D.C. in the *Documents* quick link under *Forest River Technical Training* (Home>Quick Links>Documents>Forest River Technical Training). Technicians receive hands-on training from industry professionals or qualified trainers from RV Suppliers. This training is free of charge to Forest River Dealers; however, Dealers are responsible for the employee's transportation, food, and lodging.

Forest River also has product and repair videos that Service Technicians can view to help assist in getting to know the unit and Vendor components. Dealers can find these videos on the Forest River YouTube channel. There is a *YouTube* quick link on the Home page of F.R.D.C. Videos are also available on F.R.D.C. in the *Documents* quick link in the *Component Operation Videos* folder (Home>Quick Links>Component Operation Videos) and in the *RV* (individual brand folders) folder (Home>Quick Links>RV).

D. Dealer Connect Admin Setup and User Setup

After the labor rate is approved, the F.R.D.C. Dealer Admin process is triggered. During the on-boarding process, the Dealer Principal will appoint a Dealer Admin to manage user setup and maintenance for the dealership. This Admin will be responsible for adding all the users from Sales, Warranty, Parts, and other key departments to F.R.D.C. They will either apply a template or individual privileges to each user. The portal will send an invitation to the user with the site address and temporary password.

After the initial setup, the Dealer Admin will be responsible for maintaining the user list. The Admin has the ability to edit users. They can adjust the privilege level. A user can be disabled or deleted. A new employee can be added. The Dealer Admin can also add other Dealer Admins to help manage the users at the dealership. In the user list, the Admin is also able to monitor usage on F.R.D.C. by viewing the date the user logged in last and if a user has activated their account after they have been added. Maintenance of Dealer users become important when Forest River needs to contact certain user groups or sends out surveys.

Learning to use F.R.D.C. is easy. Forest River has provided training videos and manuals for users to review. The training material is available from the *Home* page under the quick links button *Forest River Dealer Connect Training* (Home>Quick Links>Forest River Dealer Connect Training). There is a folder for each module. If users struggle or are experiencing a problem, each Forest River brand has designated contacts that can assist. The list of contacts is located in the *Settings* button under *Help* or in the *Warranty & Parts Contact* quick link button under *For Help* (Home>Settings icon>Help, or Home>Quick Links>Warranty & Parts Contact>For Help).

E. General Training (Sales, Warranty, Parts)

If your team (Sales, Warranty, and Parts) would like training, you can contact the brands you carry to see if they have any programs available.

Some Forest River brands provide occasional or regular Sales training. Your brand's Salesperson usually coordinates this, so direct any requests to him/her.

Some brands also will conduct Warranty and Parts training when requested either at Forest River or at the dealership. Direct these requests to the Warranty or Parts Manager for that brand.

F. Care Packages and Stock Suggestion List

Once your application has been approved, Forest River will communicate with the Warranty and Parts departments at the brand(s) level that your dealership has been added to the Forest River family. The brand may ship a care package to you. This may include items such as the current color of putties, crayons, markers, seam tape, trim, and wall panel. Some brands will also provide a stock recommendation list for warranty repairs. Contact each brand's Parts Manager if you are interested in receiving a care package or stock suggestion list. They will let you know if this is a service they provide.

Receiving New Units – Dealer Acceptance

New units are delivered to the dealership by Forest River-hired transporters, Dealer-hired transporters, or Dealer personnel pick-ups. Forest River provides **Dealer Acceptance Forms (DAF)** at the time of delivery or pick-up to properly document:

- Substantial transportation damage found at pick-up or delivery to the dealership.
- Report shortages found at or immediately after delivery.
- Identify and report additional interior and exterior damage found in/on the unit within 3 business days immediately after delivery to the dealership.

Once the Dealer and Transport Driver have recorded the damage and shortages on the **DAFs**, the documents are attached to the VIN on F.R.D.C. to complete the reporting process to Forest River. The claim then must be filed and completed within 60 days from the delivery date. If the Dealer is not able to complete the claim within 60 days, written communication to the brand's Warranty Manager or Representative must be sent explaining why so that Forest River can work with the transport company.

The **DAF** is not meant for Dealers to document every single defect or workmanship problem found in the unit to ensure warranty coverage. It is meant to identify substantial damage to the exterior and interior of the unit and to note shortages. If you are unsure of what qualifies as substantial, please use your best judgement as to whether or not you document the damage. Substantial damage should be visual at 6 feet away from the unit.

It is imperative that delivered units are washed immediately during the winter months to remove any salt and road chemicals from the frame, undercarriage, and other metal components of the unit. A washed unit will help prevent premature corrosion and oxidation. Failure to wash the unit after delivery could void the warranty on any affected component and result in the denial of warranty requests. It is also important to wash the unit after delivery during the summer months. Units will come to you with road construction debris and bug splatter, which could prevent a good visual inspection.

A. What is Damage?

Damage is any obvious problem with the unit that is not a defect in material or workmanship. Examples include, but are not limited to:

- Damage as a result of a collision, impact, or accident
- Broken or damaged exterior components (ladders, racks, handles, etc.)
- Bent/broken jacks or legs
- Paint/graphics scratches
- Roof cuts, scratches, dents, loose material, damaged roof attachments
- Substantial frame scratches, rust, dents/damage
- Tire blowout and subsequent damage
- Window glass breakage
- Substantial dings/dents/scratches on exterior walls, caps, etc.
- Tears/punctures/cuts in fabrics, awning
- Stains on exterior walls and caps, or fabrics

B. What is a Shortage?

A shortage is any standard item or option that is on the invoice but is not installed or found loose in the unit. Examples include, but are not limited to:

- Keys
- Pull-rods
- Sink Covers
- Caps and Covers
- Handles
- Remotes and Speakers
- Pillows
- Chairs and Bar Stools
- Grills
- TVs and Tablets
- Unit Packet

C. Dealer Acceptance Forms and Procedures

Dealer Acceptance Form (DAF) – Forest River Hired Transporter

When Forest River hires the transporter, the following procedure will be followed using the **Dealer Acceptance Form**.

- Once the unit has been delivered to the Dealership, a walk-around inspection is required of the exterior of the unit while the Driver is present. This inspection should take place **within 1 hour** from the time the Driver arrives and should take approximately 30 minutes to 1 hour to complete. As a courtesy, please expedite this process when possible so that the Driver can get back on the road for additional deliveries.
- Substantial external damage must be documented on the **Dealer Acceptance Form** while the Driver is present. This type of damage includes, but would not be limited to, rock chips, large and deep scratches, torn/dirty upholstery, collision damage, roof damage, broken components, and blown tires/associated damage. The Dealer should document this damage in the Exterior section of the form and photograph the damages for warranty consideration. No other notations should be made once the driver has left the dealership. At no time should the dealer write “No Driver Damage” or “Subject to Further Inspection” on the **DAF**, or comment if the problem is “Transportation Damage.”
- Shortages should be reported in the Shortages section while the Driver is present.
- A quick inspection of the interior should take place to ensure that the unit was not used, damaged, or dirtied during transportation. The Dealer is looking for missing or damaged major components, such as TVs, refrigerator doors, and loose items, or evidence that the unit has been used in transit. The Dealer is not looking for workmanship (fit/finish) problems.
- Once the inspection is complete, the Driver and Dealer representative are required to sign the bottom of the form. The Transportation Driver may also request that the same information be noted on the transport company's bill of lading.

- Units delivered during the winter months are likely to have been exposed to highway salts and chemicals. Dealers are responsible for washing the frame and undercarriage immediately when it arrives to prevent rusting or oxidization of those areas.
- The Dealer must attach a signed **DAF** to the VIN on F.R.D.C. within 24 hours of delivery. If the Dealer delays in doing this, it could cause reduced or denied warranty coverage of those items noted.
- The part ordering, resolution of the repairs, and submission of the warranty claim must be completed within 60 days from the delivery date. Failure to do so could result in the repairs being denied or reduced. The Dealer should attach pictures to the warranty claim when submitted for authorization.

DPU Dealer Acceptance Form (DAF) – Dealer Hired Transporter or Employee Pick-Up

When a Dealer hires a transport or sends an employee to pick up the unit, the following procedure must be followed before the unit leaves the Forest River property using the **DPU Dealer Acceptance Form**.

- A walk-around inspection is required of the exterior of the unit before the unit leaves Forest River property.
- Substantial external damage must be documented on the **DPU Dealer Acceptance Form** and reported to the Dispatch Office. This type of damage includes, but would not be limited to, large and deep scratches, collision damage, roof damage, bent jacks and legs, awning damage, and broken components and glass.
- The Driver should note all exterior damage in the Exterior Check section of the form. They should also confirm that items on the Driver Checks list are with the unit or packet.
- If the Dispatch Office is still open, they may not allow the unit to leave the property if damage has been reported. If after hours, the Driver will need to contact their office to determine if the unit should be left or pulled out. If it leaves Forest River, an email with pictures should be sent to the Dispatch office to report the damage.
- A DPU Driver should not inspect the interior of the unit, unless instructed by the dealership that hired them.
- Once the inspection is complete, the Driver or Dealer Representative is required to sign the bottom of the form and return it to the Dispatch Office or designated box on the Forest River property before leaving.
- Units delivered during the winter months are likely to have been exposed to highway salts and chemicals. Dealers are responsible for washing the frame, undercarriage, and other metal components when it arrives to prevent rusting or oxidization of those areas.
- Any damage found on the unit when it arrives to the dealership and not noted on the **DPU DAF** is between the Dealer and their contracted transporter or Dealer Representative that delivered the unit. Damage not noted prior to the unit leaving Forest River is not covered by warranty unless it is a result of a product defect.
- The part ordering, resolution of the repairs, and submission of the warranty claim must be **completed within 60 days** from the delivery date. Failure to do so could result in the repairs being

denied or reduced. The Dealer should attach pictures to the warranty claim when submitted for authorization.

DAF: Dealer Unit Inspection Form (DUIF) – A Secondary Check

Forest River allows for a secondary inspection which must take place within 3 business days from the delivery date. The additional time is given to prevent the delivery Driver from being held up and allows the Dealer to do a more detailed inspection of the unit on both the exterior and interior. The Dealer may choose not to do this secondary inspection. It is not necessary to list defects in materials or workmanship that are covered under warranty (cabinet door is crooked, drawer needs adjusted, loose trim, scratches, dents, etc.) on this form or any of the DAFs. Those types of repairs should be listed on a warranty claim and submitted soon after the inspection takes place. All workmanship items must be submitted on a claim no later than 30 days from delivery. Dealers may claim defects at any point prior to or within the warranty period.

The following procedure must be followed when performing this secondary inspection.

- A thorough exterior and interior inspection should be conducted. This inspection must take place within 3 business days from the delivery date.
- If you are unable to perform this inspection during that time, the appropriate Warranty Department must be notified, preferably by email, to explain why. This does not apply to the initial delivery inspection required while the Driver is present.
- Substantial damage and shortages should be documented on this form. Suggested areas to inspect are listed on the form. If additional space is needed, the Dealer can attach another sheet of paper to document items.
- All damage should be photographed.
- Shortages should be noted in the middle of the form using the list or on the line to note items not found in the unit.
- Units delivered during the winter months are likely to have been exposed to highway salts and chemicals. Dealers are responsible for washing the frame, undercarriage, and other metal components when it arrives to prevent rusting or oxidization of those areas. Note the date the unit was washed on the bottom of the form. Failure to properly clean the unit could result in reduced or denied warranty claims.
- Submission for claim authorization and payment must be completed no later than 6 months from delivery. Failure to do so could result in the repairs being reduced or denied.
- The complete **DAF:DUIF** must be attached to the VIN on F.R.D.C. within 24 hours from the secondary inspection (4 business days from delivery).

If a Warranty Representative denies a repair line due to it not being noted on the DAF, and it is something that is not supposed to be on the DAF, please contact the representative's Warranty Manager to discuss the situation with them. They will review the situation and make a decision based on the information provided.

D. Submission of the Dealer Acceptance Forms (DAF)

After delivery and inspection, the Dealer is required to attach the **DAFs** to the VIN. It is no longer necessary to submit the **DAFs** via fax, mail, or email. Attaching it in F.R.D.C. allows both the Dealer and Forest River Representatives access to the form at any time for review. If you experience any trouble attaching the **DAFs** to the VIN, please contact the designated F.R.D.C. contact person for that brand listed in the multiple contact lists on the portal.

E. Service Unit Returns/Deliveries

When Forest River approves a unit to come back to the factory for repairs, a **DAF** may accompany the return of the unit to the dealer. The same procedures outlined in Section C apply. However, Dealers should return the **Service DAFs** to the Service Department Coordinator at that brand immediately to address any problems found. You should also attach them to the VIN in F.R.D.C. as well.

Inventory Maintenance

The appearance and condition of units on display at the dealership are critical to a customer's lasting impression and should be given a high priority. This involves conducting regular maintenance checks to ensure the unit looks good and the systems are properly operating, should a Retail Customer want to view the unit. The Dealer is responsible for performing these regular maintenance checks. Following the maintenance checks as outlined in the **Dealer Inventory Maintenance Schedule** reduces potential Dealer liability for improperly maintained units and ensures the unit is "Retail-Ready." These checks are not covered by warranty and are considered part of the Dealer's cost of doing business.

Dealers should begin to perform maintenance checks on units sitting in their inventory starting at the 90-day mark. There are a couple checks that are recommended prior to that. Any performed maintenance that uncovers a factory defect of product or workmanship should be submitted on a warranty claim with pictures for review.

While this list is not comprehensive, here are some examples of maintenance that should be performed on a regular basis:

- Sealant checks: Seals should be inspected. If the sealant is gapped, cracked, or missing, repairs should be made to prevent damage or any further damage.
- Winterization: Leave the unit winterized, as all Forest River RVs are winterized when shipped. If the Dealer has removed the antifreeze, be sure to winterize it each October through May to prevent any freeze damage in the water and sewage system.
- Environmental Damage Checks: Inspect unit for damage caused by environmental conditions such as sun, wind, or weather exposure, or other factors beyond the control of Forest River, Inc. This damage would include excessive rust or oxidation, condensation, corrosion, and fading of soft goods. Minor surface rust is considered normal. The Dealer should repair those affected areas only.
- Unit Cleaning: The unit should be cleaned regularly if opened. Damage or fading caused by cleaning chemicals would not be covered under warranty.

A detailed **Dealer Inventory Maintenance Schedule** has been provided for Dealers to use on F.R.D.C. in the *Documents* quick link (Home>Quick Links>Documents>Policy & Procedure). Forest River recommends keeping a record of this maintenance to reduce potential Dealer liability when warranty requests are submitted. Any maintenance records should be available if requested by a Forest River Representative.

Service Campaigns – Recalls and Technical Service Bulletins

Despite quality checks, on occasion, there are units that are built and delivered with defects that may not in compliance to safety and quality standards. When this happens, Forest River, or one of our component Suppliers, may be required to take corrective action. A service campaign may be initiated and the associated VINs will be marked on F.R.D.C. All associated documents are attached to the campaign for quick reference. Campaign listings are available under the *Service Campaign* module on F.R.D.C.

There are two types of campaigns: Recalls and Technical Service Bulletins.

A. Recalls


A recall will be issued when a product failure is identified as safety related. Recalls do not expire and are not limited to the original Retail Customer. Prompt attention to the recall is a MUST.

The Dealer, and Retail Customer if unit is sold, will be notified of the recall.

The notification process includes:

- Sending a letter to the Dealer with an explanation of the safety defect and remedy instructions, including part numbers, if applicable.
- Sending a letter to the Retail Customer with a brief explanation of the safety defect, advising them to contact their selling Dealer, or any authorized Forest River Dealer, for an appointment to have the recall repair completed.

All stock units, prior to sale or lease, or retail sold units in for scheduled service, maintenance, or inspection, must be checked for open recalls. On F.R.D.C., there will be a red triangle indicator to the left of the VIN when there is an active recall still open.

VIN ▼	Short VIN	Chassis Number	Brand	Sub Brand	Model	Model Year	Dealer	Owner	Retail Date of Purchase
 4X4FCRM24ES210236	CRS210236		CEDAR CREEK	CEDAR CREEK	CRF36CKTS	2014	FOREST RIVER		

This indicator will prompt a message on both parts orders and claims when that VIN is used. Once the recall has been cleared (usually from a claim submission), the indicator will be removed from the VIN. The service campaign listing will also update to show that the VIN is closed with the claim number and date when submitted from F.R.D.C. or Forest River's internal system.

Forest River also recommends that a Dealer search for open Chassis Manufacturer recalls. Dealers can go to the respective Chassis Manufacturer's website (i.e. Ford, Daimler, Chevrolet, etc.) and enter the 17-digit **chassis** VIN to find associated recalls affecting stock or retail sold units.

The Dealer must give first priority to completing recall repairs and must perform the recall repair prior to the unit being sold or leased. Dealers are also required to perform recall repairs on ANY unit, regardless of where it was purchased.

Note: It is the Dealer's responsibility to complete all applicable recalls prior to the sale of the unit. If not, it is a violation of Federal law, and this violation could result in substantial civil penalties and fines. For more information, please refer to Title 49 Part 573.

If the Dealer receives a recall notice and the unit referenced has recently been sold, it is the Dealer's responsibility to contact the Retail Customer and notify them of the recall and the importance of having the recall repair completed as soon as possible. Please remember, it is the Dealer's responsibility to submit to Forest River all retail registrations within ten (10) business days from the date of sale.

B. Technical Service Bulletins


A Technical Service Bulletin (TSB) may be issued for a concern that requires a repair or a product modification, unrelated to safety. TSBs may have expiration dates and be limited to the original Retail Customer; the bulletin will advise the terms of coverage. Although TSBs are not safety related, Dealers need to promptly follow the instructions provided with any bulletin.

The Dealer, and Retail Customer if unit is sold, will be notified of the TSB.

The notification process includes:

- Sending a letter to the Dealer with an explanation of the concern and remedy instructions, including part numbers, if applicable.
- Sending a letter to the Retail Customer (at times) with a brief explanation of the concern, advising them to contact their selling Dealer, or any authorized Forest River Dealer, for an appointment to have the TSB repair completed.

All stock units, prior to sale or lease, or retail sold units in for scheduled service, maintenance, or inspection, should be checked for open TSBs. On F.R.D.C., there will be a yellow triangle indicator to the left of the VIN when there is an active TSB still open.

VIN ▼	Short VIN	Chassis Number	Brand	Sub Brand	Model	Model Year	Dealer	Owner	Retail Date of Purchase
 4X4TCKR22LX141405	CKX141405		CHEROKEE	DESTINATION SERIES	ACKT39CA	2020	FOREST RIVER		

This indicator will prompt a message on both parts orders and claims when that VIN is used. Once the TSB has been cleared (usually from a claim submission), the indicator will be removed from the VIN. The service campaign listing will also update to show that the VIN is closed with the claim number and date when submitted from F.R.D.C. or Forest River's internal system.

Pre-Delivery Inspection – Prepping for Delivery to the Retail Customer

Congratulations! You sold a Forest River unit. The next step in this process is prepping the unit for delivery to the Retail Customer. The Pre-Delivery Inspection, or PDI, is a critical part of this delivery process. It could be the Retail Customer's first impression of the unit, the dealership, and Forest River – and the start of a lasting, loyal relationship between everyone involved.

A complete PDI should be done properly to ensure complete satisfaction. The **Customer Delivery and Warranty Registration Form** is provided in the unit packet at the time of delivery of every Forest River unit. This form lists minimum requirements to conduct an inspection and deliver a unit to the Retail Customer. Although comprehensive, there may be additional equipment on the unit that will require testing before delivery. An auto-filled **Customer Delivery and Warranty Registration Form** is generated at the time of entering the Retail Customer information on the VIN in F.R.D.C. as well. A Dealer can choose to use this form to complete the registration process.

A. Documentation

The Dealer should use the **Customer Delivery and Warranty Registration Form** when performing the PDI. There are two columns on the form. The first column is a checklist to follow during the Retail Customer walk-through at delivery. The second column is for the Dealer PDI. Inspectors should mark each box after the item has been checked and test performed, if applicable. The Dealer is required to complete this form, with Dealer and Retail Customer signatures, and attach it to the VIN on F.R.D.C. to complete the registration and sale processes. A signed registration form verifies that the unit was given to the Retail Customer in safe, working condition and that they were provided with a copy of the **Forest River Limited Warranty**.

B. PDI Coverage

As the Dealer performs the PDI, should an item require repair due to a defect in material or workmanship, a warranty claim should be filed on F.R.D.C.

The following types of repairs during the PDI process are not considered warranty:

- Changing light bulbs if blown, unless found at delivery or caused by a defect.
- Adjusting LP appliance/regulator. LP regulator pressure testing and adjustments may be required due to the altitude at which the unit is being used or stored.
- Adjusting brakes. Any required adjustment should be conducted with the unit connected to the Retail Customer's tow vehicle.
- Minor cosmetic issues such as removing excessive putty or sealant, cleaning of unit due to shake down debris, trimming upholstery and carpet strings, etc.
- Normal maintenance items listed on the **Dealer Inventory Maintenance Schedule** unless a defect in product or workmanship is found.
- Touch-up painting on the frame/chassis, jacks, etc. for minor surface rust.
- Substantial damage to the unit or missing items not reported on the **Dealer Acceptance Form(s)**.

Retail Customer Delivery and Education

How a dealership delivers a unit to the Retail Customer can enhance or harm the relationship moving forward. If the delivery is smooth, thorough, and conducted properly, the Retail Customer will leave the property feeling good about their purchase, tell their friends about it, and continue to be loyal customers. If the Retail Customer leaves the property feeling pushed out quickly or unsure about the unit they purchased, it is likely they will not be telling their friends anything that will help our businesses. Therefore, it is particularly important that the delivery of the unit be a great experience.

A. Reviewing the Limited Warranty and Owner's Manuals

At the time of sale, the Dealer will want to discuss the **Forest River Limited Warranty** with the Retail Customer for the unit that is being purchased. This allows the Retail Customer to be know immediately what the warranty entails and what their responsibilities are. The Dealer will also want to review the Forest River Owner's Manuals and component manuals and warranties with them.

B. Walk-Through – Demonstration and Instruction about the Unit

The delivery starts with a walk-through. A trained Dealer Representative is required to conduct this walk-through with the Retail Customer. This process should keep in mind the Retail Customer's level of camping experience, types of units previously owned, and previous customer questions about that type of unit.

Proper and thorough demonstration and instruction of the unit during the walk-through must be conducted to ensure the Retail Customer understands the operation of their new unit. A good walk-through will benefit the Dealer-Customer relationship in several ways.

- It will lower the number of phone calls to your service department concerning simple operation questions.
- It will provide a higher level of customer satisfaction.
- It will introduce them to your dealership.
- It will teach them how to care for their unit moving forward.

Things to include in your walk-through include, but are not limited to:

- Properly operating every feature/component in their unit
- Maintaining and caring for every feature/component in their unit
- Syncing their unit's features to their mobile device or downloading apps
- Using the leveling system and leveling the unit
- Stabilizing the unit
- Coupling and uncoupling from their tow vehicle
- Operating their brakes
- A test drive (if motorized)
- Reviewing the Owner's Manual and downloading the Forest River Owner's Manual app
- Reviewing the Forest River Limited Warranty on the unit and its components
- Walking them to the Service Department for an introduction

- Explaining how to handle problems that arise while traveling or camping
- Providing the Retail Customer with a Lemon Law Bill of Rights Disclosure (in states that require the Dealer to give one)
- Completing the **Customer Delivery and Warranty Registration Form**
- Using the **RV Quick Reference Guide** to set Retail Customer's expectations

Because the Retail Customer will be getting a lot of information, you may want to encourage them to video the entire walk-through and demonstration. They will be able to use this later as a reference for any questions they have while out on the road or settled into a cozy campsite.

C. Customer Maintenance and Obtaining Dealer Service Appointments

Delivering a new unit to the Retail Customer is a great time to set maintenance and service expectations. Forest River provides a document to assist in doing this, which is provided on F.R.D.C. The **RV Quick Reference Guide** (Home > Quick Links > Documents > Policy & Procedure) is a customizable document the Dealer can use to help the Retail Customer know what to expect, take notes, and learn about their unit. It is a valuable tool that will pay dividends after the Retail Customer leaves your dealership, since they will be able to use it as a reference guide when questions arise.

It is important to review customer maintenance and show them the schedule in their **Owner's Manual**. The schedule outlines the checks and frequency the checks need to be completed. Maintenance of their unit can ensure a long camping life with fewer problems that could curb their experience. The Retail Customer must understand that they have a responsibility in maintaining their unit and the outlined maintenance checks are not covered by Forest River's written warranty. Failure to conduct the scheduled maintenance could result in damage to the unit, which would also not be covered by the Forest River written warranty, and a potential loss of value. Encourage the Retail Customer to keep a detailed record of their maintenance in case it is ever requested by the dealership or a Forest River Representative. Maintenance of the unit begins when the unit leaves the dealership.

Before the Retail Customer leaves, they should be made aware of how to obtain a service appointment for their unit. The Dealer should explain service priority, if applicable, what information they need to provide when calling for the appointment, and the steps to take if they are not near their selling Dealer. The Retail Customer should be introduced to the service manager and other applicable staff that would interact with them. A tour of the service department is encouraged as well, so they are familiar with it when they bring in the unit for an appointment.

While many of our brands have Owner Relations departments, we do not encourage Retail Customer contacting us directly without the dealership contacting us first. The Dealer is our main customer. If you have a Retail Customer that demands to talk to a Forest River Representative, the Dealer should contact us first to let us know the situation. After that, the Forest River Representative can contact the Retail Customer directly or conduct a conference call with all three parties. Currently, Retail Customers also will contact Forest River on their own. When that happens, our Owner Relations departments will work closely with the Dealer to assure we assist in meeting the needs of that Retail Customer.

D. Documentation

During the delivery process, the Forest River **Customer Delivery and Warranty Registration Form** is completed. Explaining this form to the customer will allow a better understanding of the equipment, systems, and functions of their new purchase. Once the walk-through is complete, both the Dealer and Retail Customer must sign the form. The Retail Customer will receive a signed copy for their records. The Dealer will upload the signed form to the VIN details page on F.R.D.C. using the *Attach PDI/Registration to this VIN* button. The signed registration form must be submitted to Forest River within ten (10) business days from the date of sale.

E. Roadside Assistance

The purchase of a Forest River unit comes with one year of Roadside Assistance with SafeRide RV Motor Club. This program should be explained during the walk-through process to ensure the Retail Customer knows how to use it if an occasion occurs while they are traveling or camping away from the selling Dealer. The Retail Customer is registered for this service after the unit has been registered on F.R.D.C. It may take up to 30 days for SafeRide RV to receive the customer information and/or for the customer to receive their membership packet.

Stickers and hanging tags are located on the exterior and interior of the unit with the contact information for SafeRide RV. They can also download the app to their mobile device/phone for easy access. The phone numbers for this service are:

- Emergency Roadside Assistance 866-209-2895
- Customer Service 888-890-1745

The Retail Customer will receive the following benefits for free for one year:

- Towing
- Jump-starts
- Tire assistance
- Emergency fluid delivery
- Winch out
- Mobile tire service
- Technical support
- RV mobile mechanic
- Dealer locator
- 24/7/365 service

After the free year, Retail Customers can choose to renew the SafeRide RV Motor Club Roadside Assistance program.

Entering the Warranty Registration and Submitting the SPIFF

Once the Retail Customer has taken delivery of the unit, the Dealer will need to enter the warranty registration on F.R.D.C. This will include the customer's home address, install address, and contact information. It will also require the Dealer to attach the **SIGNED Customer Delivery and Warranty Registration Form (PDI form)** to the VIN.

A. Warranty Registration

The Dealer user will search and select the VIN, and enter the registration information on F.R.D.C. The Dealer will enter the Retail Customer's date of purchase (the date the unit was sold), name, address, phone, and email. There is an option to add an install address. This is an address where the unit will be permanently parked. This will be a campground, trailer park, or other camping/living area, other than the customer's home. Sometimes this is not known at the sale but may be found out later. The install address can be added after the registration entry.

Once the registration is entered, the Dealer will also need to attach a **SIGNED** copy of the **Customer Delivery and Warranty Registration Form (PDI form)**. This is done on the VIN, using the *Attach PDI/Registration to the VIN* button. Forest River requires the Dealer to attach the signed form to satisfy audit procedures and allow SPIFF submissions when applicable, which were done manually in the past. When the Retail Customer signs this document, they are acknowledging that they have received the unit in safe operating condition and that they have had the opportunity to review the **Forest River Limited Warranty**.

It is the Dealer's responsibility to register motorized units with the Chassis manufacturer (Ford, Mercedes, Freightliner, General Motors, Dodge, etc.). Dealers will receive instructions on how to activate the Chassis Delayed Warranty Start in the unit packet typically. Activation of warranty may be online or manually.

B. SPIFF Submission

If the VIN and Dealer qualifies for the SPIFF program, the Dealer will create and submit the SPIFF after the unit has been registered and the signed **Customer Delivery and Warranty Registration Form (PDI form)** has been attached. The Dealer user will need a Vendor account number. If these three requirements are not met, the Dealer user will not be able to submit the SPIFF.

C. Removal of Registration – Hold Harmless

There are times when the incorrect information is entered on a VIN during the registration process. If the Dealer needs the information removed completely, a hold harmless form must be completed and sent to Forest River to remove the incorrect Retail Customer information from the VIN. The **Forest River Request for Removal of Registration Form** can be found on F.R.D.C. in the *Documents* quick link (Home > Quick Links > Documents > Policy & Procedure). Once it is completely removed, the Dealer will be notified, and the new information then can be added.

If the unit has been registered for a year or more, Forest River will require a copy of the title (Certificate of Origin or NVIS, for Canadian Dealers), **front and back**, in addition to the Hold Harmless, to remove the

registration. This provides proof that the unit has not been titled to a Retail Customer or other business entity. The Dealer can obtain a copy from your dealership office or the Lender if the financing paperwork has already been submitted. We will not accept the Bill of Sale as proof of new ownership.

D. Change of Registration

After the registration has been entered, the Dealer may notice a mistake to the information, or the Retail Customer may request to change their address or contact information. If the Dealer becomes aware of this change, an email from the Dealer or Retail Customer can be sent to the brand's Warranty Representative to make the changes. Once updated, the latest information will display on F.R.D.C.

Warranty Coverage

Forest River provides a limited warranty on new units sold to Retail Customers. The intent of this section of the manual is to provide general guidelines that govern aspects of Forest River's limited warranty program, which can be found inside the **Owner's Manual**. These guidelines are not static and are subject to change. Forest River will review each warranty submission on a case-by-case basis but use these guidelines as a reference.

A. Warranty Period and Requesting Extension of Warranty

Forest River warrants the unit to the original Retail Customer purchase for a period of (1) one year from the date of purchase. Motorized vehicles are warranted for a period of (1) one year or (12,000) twelve thousand miles from the date of purchase, whichever comes first. The warranty applies only to units used for recreational travel and family camping and does not include units used for commercial, rental, or business purposes. Units must also be used in the United States or Canada.

There may be circumstances where the warranty period on a unit may need to be extended. All warranty extensions must be made in writing to the appropriate brand Warranty Representative or Manager. The request will be reviewed based on the circumstances presented by the Dealer. If granted, the Dealer and Retail Customer will be notified in writing. It will outline the parameters of the warranty extension and date the warranty period has been extended to, if applicable.

B. What is Covered

Forest River will cover the following during the warranty period:

- Substantial defects in material caused by Forest River.
- Substantial defects in workmanship caused by Forest River.
- Adjustments made to the cabinet doors and drawers, latches and guides, entry doors and striker plates, entry steps, and awnings caused by the manufacturing process of the unit.
- Fit and finish defects, including loose trim and seam tape.

C. What is Not Covered

The Forest River warranty will not cover the following:

- Adjustments made to the cabinet doors and drawers, latches and guides, entry doors and striker plates, entry steps, and awnings due to Retail Customer misuse, abuse, or damage.
- Brake adjustments, as this will be dependent on the tow vehicle.
- Items that are added, installed, or changed after the unit leaves the possession of Forest River, including aftermarket items.
- Damage or loss caused by the willful or negligent acts of any driver of the vehicle pulling the RV, an accident involving the RV, or the condition of any road surface.
- Damage or loss to the RV caused by tow vehicle, use of the tow vehicle, improper selection, or installation of towing hitch on tow vehicle, weight distribution, sway control or equalizer equipment, or damage to tow vehicle.
- Blown fuses and light bulbs unless found at delivery or caused by a defect.

- Recreational vehicles registered, licensed, or predominantly used outside the United States or Canada.
- Some components warranted separately by the manufacturer of the product, such as the chassis, batteries, and generators. This is not a comprehensive list of possible products. Dealers and Retail Customers should consult their Warranty Representatives for details.
- Any use of the RV for purposes other than short term recreational camping. Such unauthorized use includes, but is not limited to, use for commercial, business, rental, or disaster relief purposes. Registration of the RV in the name of any business entity shall be considered conclusive evidence of commercial and/or business use.
- Rental units will be subject to the warranties offered by the component manufacturers.
- Window glass breakage (unless noted at delivery).
- LP adjustments, as different areas of the country with different altitudes require different air/gas mixtures.
- Lubrication of locks, latches, hinges, gears, etc.
- Adjustments to the slide room will be reviewed on a case-by-case basis.
- Minor rust, corrosion, oxidation, dents, and other damage as a result of environmental conditions such as, but not limited to heavy winds, hail, lightning, salt, sand, flooding, and natural phenomenon.
- Fading or normal deterioration of items such as fabrics, decorative items, carpet, linoleum, etc. due to exposure to the sun.
- Wear and tear on items such as fabrics, carpet, linoleum, furniture, etc. due to normal usage of the product.
- Upholstery damage, including but not limited to tears, punctures, or misuse.
- Damage to electronics due to voltage issues not covered under warranty.
- Cleaning of the undercarriage/frame. Dealer failure to wash the unit after delivery can result in premature rust, corrosion, and/or oxidation. Units delivered in the winter months are exposed to highway salts and chemicals. The Dealer must wash the unit, frame, and undercarriage when it arrives to prevent this type of damage to the unit.
- Damage and fading to the unit's exterior caused by chemical cleaning or lack of maintenance as outlined by the **Dealer Inventory Maintenance Schedule**.
- Normal unit maintenance items outlined on the **Dealer Inventory Maintenance Schedule** and/or **Owner's Manual** maintenance schedule.
- Subsequent damage, loss, or injury beyond warranty repairs as a result of mold or fungi.
- Damage caused by abuse, misuse, negligence, condensation, overloading, vandalism, collision, road hazards, acts of nature (hail, wind, heavy rain damage, flooding), rock chips, alterations or modifications, improper non-warranty repairs, lack of normal maintenance, failure in giving prompt notice of water intrusion, and improper operation or storage of components.
- Damage or loss caused in whole or in part by any animals, including such things as rodents and/or insects.
- Disposal or recycling fees of major components and appliances, unless covered by the Vendor Supplier.
- Failure to report a defect within a reasonable time period after discovery.

D. Failure to Repair

When a Retail Customer brings their unit to the dealership for repairs, they expect the problem to be remedied at that appointment. If the unit comes back to the Dealer for the same repair more than once, Forest River may request that the Dealer absorb or accept a charge for the cost of the repair after the initial attempt. If the Retail Customer takes the unit to another dealership for repairs due to loss of confidence in the selling Dealer, the selling Dealer may be asked if Forest River can charge them for those repairs. The charge will be communicated by Forest River and will be in the form of a negative warranty claim or a parts order.

E. Servicing a Retail Customer

Many states have enacted laws that govern the maximum service days a vehicle can be kept before providing the customer legal recourse. Due to such laws, our interests are best served by meticulous record keeping of warranty repairs. The most important include date in, date out, and date customer notified.

- Encourage Retail Customers to bring in the unit at the time of service and pick up the unit once service is complete.
- Drop Off Date: The date the Retail Customer drops off the unit at the dealership.
- Date In: This date should be when the warranty work begins.
- Date Out: This date should be when the work is completed.
- Mileage: If the unit is motorized, the incoming and outgoing mileage should be noted.
- As soon as the work is completed, document the date the Retail Customer was notified, with the date of pick up as stated by the customer.
- Document all communication between the dealership, Forest River, and the Retail Customer. This includes phone calls, emails, and in-person interaction.
- Document any time the Retail Customer has taken possession of the unit for use that would fall within the repair dates.
- Inform the Retail Customer if the Dealer is waiting for parts for a repair and that the unit may be available to use until it comes in. Document this communication and if/when they take possession.

F. Repairs Made by the Retail Customer

Forest River does not reimburse warranty repairs made by the Retail Customer. The brand's Warranty Manager must authorize any exception.

First Stop Warranty

Forest River previously allowed Dealers, and in some cases Retail Customers, to contact our Vendor Suppliers directly to resolve product issues. In some cases, we directed Dealers and Retail Customers to the Vendor Supplier without attempting to resolve the product issue ourselves. To improve our products, reporting, and customer service, Forest River has implemented a First Stop Warranty program. Although Forest River does not provide the warranty for Vendor Supplier products, this program allows Forest River to be the mediator between our Dealers and Vendors and allows the Vendor Warranty to pass through our Warranty Departments.

A. What is it

The First Stop Warranty program gives the Dealer a choice to go through Forest River or the Vendor Supplier. **Forest River will not direct Dealers to the Vendor Supplier unless we are not authorized to provide diagnosis assistance or approve warranty for that Vendor. This would include, but is not exclusive to, products like generators, chassis, and some appliances. Your Forest River Representative will direct you to contact that Vendor Supplier or provide a transfer to them when the request is made.** If the Dealer chooses to come through Forest River first, the Warranty Representative will initiate the warranty process with the Vendor Supplier. During this interaction, the Vendor Supplier will review the request and conclude the interaction with a resolution. That resolution will be relayed to the Dealer, usually through a warranty claim labor request and/or email.

This does not mean that Forest River has all the answers. Forest River will continue to rely on its Vendor Suppliers for their expertise for troubleshooting and problem resolution. The Vendor Supplier will handle the parts inventory as well and Dealers will see parts shipped to them from the Vendor Supplier directly.

B. How does it work

- The Dealer will contact Forest River first via email, phone, or claim authorization.
- The Warranty Representative will review the request. If the request requires the Vendor Supplier to be involved, Forest River will initiate contact with the appropriate personnel. This contact could be in the form of a conference call or warm transfer to the Vendor Supplier if troubleshooting assistance is required. It could also be an email requesting authorization and shipment of a replacement part if applicable. Forest River will give the Vendor Supplier 48-72 hours to respond. After that, Forest River may update the request with or without their authorization.
- The Warranty Representative will continue to follow up with the Dealer and Vendor Supplier until the problem has been resolved. During the process, the Dealer may be required to fill out testing or informational forms to provide insight to the problem.
- Once resolved, Forest River will contact the Dealer to inform them of the solution. This could be a follow up email, phone call, or status change on a warranty claim labor request. This may involve the Vendor Supplier sending a replacement part to the Dealer directly. The Dealer will be notified of that, so you know a part does not need to be ordered.

This First Stop Warranty program does not mean that Dealers cannot continue going through the Vendor Suppliers for warranty approval if they would like. If you have a good relationship with a particular Vendor Supplier and choose to go through them, Forest River will not interfere with that process. However, when filing

a warranty claim, the RGA / Reference Number, or authorization email, must be supplied on the labor line. If you do not want to go through the Vendor Supplier directly, you will contact Forest River first and we will initiate and complete the process for you.

Filing a Claim – What You Need to Know

Forest River requires all selling Dealers to have the ability to provide adequate service facilities to resolve the service and warranty concerns of our mutual Retail Customers. All requests from the Retail Customer must be investigated and resolved in a timely manner. If the request is deemed warranty, there are specific procedures that must be followed to receive prompt reimbursement. Proper completion and submission of a warranty claim on F.R.D.C. will ensure payment without delay. All warranty claim authorizations should be submitted within (30) thirty days from completion of the repair. Claim authorizations submitted after 60 days may be subject to review.

A. Forest River Dealer Connect (F.R.D.C.)

F.R.D.C. allows Dealers to submit claims easily. All warranty claims must be submitted through F.R.D.C. There will no longer be a process to allow manual (paper) claim submission. Forest River reserves the right to audit all transactions submitted on F.R.D.C. against Dealer repair orders. Dealer claims and supporting records may be inspected at any time to determine accuracy and validity or to use during litigation. All payments made to Dealers are tentative payments; and depending on testing results or internal review, the payment may be reversed or adjusted.

B. Expectations for Claim Processing and Payment Time

Forest River understands the importance of completing the warranty process as quickly as possible. The life of a warranty claim should not take longer than 4 weeks from the time the request is made for authorization to when it is submitted for payment if the dealer has already completed the repairs. If the Dealer has not completed the repairs prior to authorization, this timeline will be dependent on the Dealer and the repair schedule.

Forest River has set guidelines for our warranty staff to work towards for prompt reply to Dealer requests and payment of Dealer completed claims.

- Authorizations: Claims submitted to Forest River should be updated within 24-48 hours.
- Feedback/Portal Feedback: Claims returned to Forest River with requested additional information should be updated within 24-48 hours.
- Claim Processing: Claims submitted for payment to Forest River should be processed and submitted to Accounts Payable for the next check run 7-10 days from the Claim End Date. If a part return is required, this time period may be extended up to 5 additional days or longer based on Dealer return time and UPS shipping.
- Claim Payment: Once the claim has been submitted for payment, it will be marked as paid on the next check issuance, usually the following Tuesday or Wednesday. The check is issued and sent later that week. Check numbers and payment dates can be found in the *Claim* grid and on the *Claim* header on F.R.D.C.

Please be aware that there will be extenuating circumstances that may cause a delay in these guidelines. Dealers will want to contact the brand's Warranty Manager if they are consistently delayed finding out what the root cause is.

C. Flat Rate Manuals and Codes

Forest River *Flat Rate Manuals* are customized according to brands or brand groups. Each manual is created and updated by that brand or brand group. This customization allows the Dealer to see only repair codes that are applicable to that product and may vary in content from other brands. When a VIN is entered in the *Flat Rate Manual* module or on a claim, the associated manual displays and allows the Dealer to select an applicable code.

The Dealer can notify the brand's Warranty Manager or designated contact person displayed on F.R.D.C. if a code cannot be found. If an existing code is available, it can be added to the manual and will become visible to select the following day. If a code does not exist, the Dealer will have to select the closest code possible until a new code can be created.

D. Flat Rate Codes and Requirements

Forest River utilizes various industry benchmarks, including the Spader Business Management Flat Rate Manual, as well as time-studies conducted with industry-leading Vendor Suppliers and dealerships to create our flat rate codes. The requirements and time allotted for each code is based on these benchmarks as well. The Dealer will be reimbursed for each repair by the allowed or authorized time multiplied by the Dealer's approved labor rate.

Several flat rate codes have specific requirements such as Vendor contact information, authorization requirements, testing, pictures of specific items, model/serial numbers, etc. The *Flat Rate Manual* repair codes will display the requirements on each repair operation.

- The *Code* is the numeric explanation of the repair.
- The *Description* is a high-level explanation of where the repair is located and what "remedy" is applicable.
- The *Operation Description* is the main component of the repair.
- The *Time Allowed* is the flat rate time. Flat rate time includes troubleshooting and diagnostic time. If the flat rate time is 0hrs, the Dealer should submit for straight time.
- If there is a green check mark under *PAR*, it means a prior authorization of that repair is required.
- The *Photo Requirements* indicate if a picture is needed to gain approval and is split into US and Canada. A green check indicates Yes, and the red X indicates No.
- The *Return Requirements* indicate if a part needs to be returned for the repair and is split into US and Canada. A green check indicates Yes, and the red X indicates No. If a part is returned, it is always subject to inspection and testing by Forest River and the Vendor.
- The *Notes* button will explain additional requirements or information about that repair.

E. Claim Statuses

There are 9 different claim statuses. In most cases, a claim will not travel through all 9 statuses in its lifecycle, but here is a list of all the statuses and their meanings:

- **Draft:** This status indicates that a User has started entering information, and saved it, but has not submitted it to Forest River for authorization. A claim will stay in Draft until it has been submitted, deleted by the User, or has expired.
- **Pre-auth:** This status represents a claim that has been submitted to Forest River for authorization.

- **Authorized:** This status means that a Forest River Representative has reviewed your request and the lines have been authorized for repairs. This status is also used for flat rate codes that do not require a Pre-auth for the repair.
- **Processing:** Once the claim has been authorized and the repairs are complete, the claim can be submitted for payment. At this time, the claim status will move to Processing. It will stay in this status until a Forest River Representative processes the claim and submits it for payment to the accounting office.
- **Pending Payment:** This status indicates that the claim has been submitted for payment on the Forest River side. It is awaiting the next check issuance from the Accounts Payable department.
- **Paid:** This status means that the check has been issued for this claim. Once the claim is in this status, the check number, date, and paid claim amount will populate in the header of the claim and in the grid as they become available.
- **Expired (Previously Archived):** A claim will expire if it is left in the Draft, Needs Review, or Authorized status for 180 days. This aging period will be calculated from the *Claim Start Date*.
- **Denied:** A Denied claim is the result of all lines being denied/not approved.
- **Needs Review (Previously Under Review):** This status means that additional information is being requested. It could be additional repair information, pictures, a request for a part return, an adjustment on part information, etc. When there is a red envelope next to the status, this indicates that Forest River reviewed your claim and has made a request, awaiting a response from the dealer. Once you respond to that request, the envelope will be removed, and the claim is awaiting a response from Forest River. **If the Dealer does not respond to a line in Feedback within 14 days, the Forest River Warranty Representative will update the line to Denied. If the Dealer does not respond to a Denied line in this status within 14 days, the system will auto-acknowledge the line to allow the claim to continue its progression in the lifecycle.**

Of these statuses, the Dealer can edit two of them: Draft and Authorized. If a claim needs to be edited and it is not in one of these statuses, the Dealer can request that Forest River reset the claim. It will put the claim in either Draft or Authorized, depending on where it is at in the claim lifecycle.

F. Authorization Requests

Some flat rate codes have a PAR (prior authorization required) attached to the requirements. Repairs that use these codes must be authorized PRIOR to the repair being started. The authorization request can be made through F.R.D.C. on a claim (preferred method), by phone, or by email. Once the repair is authorized, Forest River reserves the right to void the authorization if the repair has been submitted for payment after 90 days. A new authorization request would be required if it is voided. If Forest River has been informed as to why the authorization has aged, the request may remain active and not be voided.

The Dealer can request additional labor time if a repair requires more time than what is allowed on the flat rate code. Requesting over the flat rate will automatically require an authorization. The Dealer must provide a detailed and complete description, along with any other code requirements such as pictures, model/serial numbers, etc. A Warranty Representative will review the request and determine if the additional time is valid.

All adjustments or denials made on a repair request should include an explanation from the Forest River Warranty Representative. The Dealer will be able to view these explanations in the *Notes & Feedback* button on the labor or parts line of the claim.

G. Sublets

Any work submitted on a sublet requires prior authorization. An estimate should be sent to the Warranty Representative for review. The estimate and final invoice must clearly show a business name and contact information, an explanation of the problem and repair, list of itemized charges and parts, the customer's name (Dealer and/or Retail Customer), and the VIN.

If the Retail Customer requires assistance while traveling, the Dealer is responsible for helping their customer receive service from a local facility. If that facility is not a Forest River Dealer, the Retail Customer may be required to pay the invoice and the repair invoice would be considered a sublet. It should be submitted as such on a claim.

All sublets are subject to the flat rate code requirements – authorization, time, pictures, and returns. If an estimate is provided prior to the work being performed, the Forest River Warranty Representative should mention the requirements in their authorization notes.

When the sublet is submitted for authorization on a warranty claim, the estimate and/or invoice must be attached. Sublets are not subject to any type of mark up. Taxes are also subject to review in the authorization and payment process. When a sublet line is submitted for payment, the finalized invoice should be attached to the claim. The finalized invoice should show that the work has been paid for by the Retail Customer or Dealer.

Canadian Dealers should submit sublet bills in US funds. If submitted in Canadian funds, it will be converted to US dollars using the current exchange rate for week the claim is processed. When converted, the Forest River Warranty Representative will include an explanation of the adjustment and the exchange rate used.

H. Flat Rate Time

Repairs submitted at flat rate time and do not require an authorization will auto-authorize. However, these lines are still subject to review at the processing level. The Warranty Processor will verify that all requirements for that given code have been met and the repair description provides justification of the time. If not, the repair may be subject to an adjustment or denial.

I. Appealing Adjustments and Denials

If a claim has been adjusted or denied, an explanation will be available on the labor or parts line. If the Dealer does not believe it is fair or accurate, and wants to dispute it, they would contact the Warranty Representative listed on the explanation note. The Dealer can also contact the brand's Warranty Manager to help understand and resolve it. Forest River will allow 60 days from the date the line status changed for this appeal process to take place. The claim cannot be appealed after that time period.

J. Out of Warranty Claims

Once a unit is out of the warranty period, authorization must be submitted in writing. Dealers can submit authorization one of two ways:

- Submitting a claim on F.R.D.C. if repairs are currently being made at the dealership.
- Sending an email if repairs will be made at a future date.

Either method requires the Dealer to provide an explanation as to why the request is coming after the warranty period has expired. Both requests should include a detailed list of issues and the date of the scheduled appointment with the selling Dealer, which should not exceed 90 days from the date of the correspondence. Claims should be reserved to submit requests that have already been completed or are currently being made. An email authorization request should be made if repairs are going to be done on a future date so that they can be noted in the VIN file. If no request has been made, the claim is subject to normal review and could be adjusted or denied.

K. Noting Repairs for Future Appointments

There are times when a Dealer will need to note a problem or repair for a future appointment scheduled past the warranty expiration. Such circumstances require the Dealer to send an email with a list of the problems and/or repairs to the appropriate Warranty Department for that Brand. We highly discourage using claims to note a problem or repair that has not happened yet, as the claim could expire. It also skews the warranty reporting information, showing problems not yet in progress on the VIN. Please use email to note problems for future repairs. Warranty Department emails can be found on F.R.D.C. under the quick link, *Warranty & Parts Contacts*.

L. Expired Claim Resubmission

Claims can remain open/active for 180 days if they are not submitted to process. Once the claim reaches 181 days, the claim will expire and becomes locked. It cannot be reactivated. When this happens, there are occasions when the Dealer will want to submit a new duplicate claim to be paid for those repairs.

If the Dealer submits a new duplicate claim, Forest River has created the following guidelines to assist in reviewing the new claim and determining if it will be authorized and/or processed after the original claim expires.

- The new claim must be submitted for authorization **within 1 year of the original claim start date**. Example: Claim start date is 12/21/2022. Dealer has until 12/20/2023 to submit the new duplicate claim.
- The Dealer must provide an explanation in the new duplicate claim as to **why the original claim expired** and why it is being submitted again. This should be stated in the *Complaint, Cause, Correction* box of the 1st labor line of the claim.
- The new duplicate claim must have the **original claim number** in either the Dealer RO number or at the beginning of each *Complaint, Cause, Correction* box.
- The new claim must contain **all information and attachments** that the original claim did.
- The Dealer should attach a **copy of the work order** showing the actual repair dates. If no work order is provided and the unit is out of warranty, the repairs may be denied or adjusted.

- If the repair was originally authorized by a Vendor, a **new Vendor authorization** may need to be obtained to ensure they are still willing to cover the repair or at least have been notified of the situation.
- If the new duplicate claim is submitted after the warranty period, the repairs will be considered Goodwill.

Warranty Parts

Some warranty repairs require a part to be used to correct the problem. This may involve replacing a defective product, adding a part, or using shop supplies. When that happens, Forest River will reimburse Dealers for parts used in completing authorized warranty repairs at the approved mark-up allowances. All part lines added to a warranty claim are subject to review from a Warranty Representative throughout the claim process. In F.R.D.C., part lines are not “approved” until the claim has been processed and submitted for payment by the Forest River Warranty Representative.

Canadian Dealers should submit all part costs, freight, and brokerage charges in US funds. If they are not submitted in US funds, the current exchange rate will be used at the time of processing to convert it to US dollars. An adjustment note on the line will explain the exchange rate used.

During the authorization process, a Dealer may request approval from a Warranty Representative for a part that needs to be purchased locally for a special circumstance to ensure warranty reimbursement. The Warranty Representative will include the amount allowed for that part in their authorization notes. The amount submitted on the claim should not exceed the authorized amount.

A. Ordering Warranty Parts through Forest River

Forest River encourages Dealers to purchase warranty parts from the respective brand's Parts Department. This ensures warranty coverage for the part if the unit is still under warranty and proper part cost reimbursement. A part ordered through Forest River is reimbursed at the Dealer cost plus the allowable state mark-up percentage. Requests that exceed this amount will be adjusted to the proper allowed amount.

B. Off-the-Shelf Parts Policy and Receipts

Dealer reimbursement of warranty parts starts at the Forest River Dealer part cost regardless of where the part is purchased. The Dealer will also receive the standard state markup or handling fee.

Forest River recommends that warranty replacement parts are ordered through the appropriate brand's Parts Department. However, we realize that it is sometimes necessary to pull the part from the Dealer's parts store or purchase it from another supplier to expedite service on a Retail Customer's unit. Because of that, Forest River has implemented an **Off-the-Shelf Parts Policy** to assist in closing the gap between supplier cost and the Forest River Dealer cost. The policy can be found under the *Documents* quick link (Home > Quick Links > Documents > Policy & Procedure) on F.R.D.C.

A parts invoice or receipt is not required for a requested part cost under \$150.00 if purchased outside of Forest River. If the requested part cost is over \$150.00, a parts invoice or receipt must be attached to the warranty claim for consideration.

If a part is purchased from a different supplier outside of Forest River for the sole purpose of expediting service, Forest River will reimburse the Dealer for the part starting at Dealer cost. The allowance below is given in addition to the Dealer cost and the standard state mark up or handling fee. This allowance is intended to help

close the gap between the supplier cost and the Forest River Dealer cost. It is not intended to provide complete reimbursement of the supplier cost.

- Forest River Dealer cost receives up to an **additional 35% markup** + standard state mark up.

The formula for the Off-the-Shelf Parts allowance is a guideline and does not have to be exact. If the cost is deemed fair and equitable, the requested Dealer part price should not be disputed by Forest River Warranty. If it is, please contact the brand's Warranty Manager to discuss the compensation.

In addition to the parts allowance, Forest River will offer the Dealer a **\$20.00 shipping compensation per claim** if the part was used to expedite service on the unit. It is the responsibility of the Dealer to add the shipping compensation to the Freight field on the parts line if it is being applied to the claim. If this shipping compensation is misused, the brand's Warranty Manager will contact the Dealership to discuss its proper usage.

Dealers should enter the amount they want to be reimbursed for the part on the warranty claim. It should include their markup allowances and shipping. If the allowances are not entered, Forest River will review the line and will compensate as requested or according to the reimbursement policies.

Here's an example of when and how to use the OTS:

You, the Dealer, have a Retail Customer's unit in the shop and they are leaving on a trip the next day and you must replace a part on the unit. You don't have time to order it from Forest River. The Forest River Dealer cost for that part is \$10.00. You pull the part from your shelf, and your shelf cost is \$35.00, which is the amount claimed. Using the OTS, Forest River will cover the Forest River Dealer cost of \$10.00 plus the additional 35% OTS and your standard state mark up or handling fee. Your total allowance for that part would be \$10.00 + \$3.50 + \$2.25 (35% OTS and state mark up of 15%) for a total of \$15.53. Then the \$20.00 shipping compensation entered by the Dealer on the claim would allow for a total of \$35.53. You would then be reimbursed for the \$35.00 you claimed.

Forest River does recommend that Dealers use the applicable Forest River part number on the warranty claim to help ensure the correct Dealer cost is used as the base cost. USERPART can be used, but we do recommend entering the Forest River part number in the description field to help as a reference, if possible.

If Forest River does not sell the part that is being obtained from another supplier or the Vendor, Forest River will reimburse the cost of the invoiced part plus the standard state markup or handling fee. The Off-the Shelf Parts allowance would not apply to the part. Also, in this scenario, a receipt is required - no matter the cost. If the amount exceeds what would be considered fair and equitable, it will be placed under review.

If the cost of the purchase still exceeds the allowed amount, you are welcome to contact the Forest River Warranty Representative or Manager to discuss additional compensation based on the business case presented to do so.

C. Shop Supplies – What is Allowed and How Much

When a Dealer performs a warranty repair, they may utilize shop supplies to complete the repair. These supplies should be submitted on a warranty claim at a reasonable amount and applicable to the repair(s). All

shop supply part lines will be reviewed. If they are deemed excessive or not applicable, the part line could be adjusted or denied. If a Dealer questions an adjustment or denial or needs to request additional amounts, please contact the Forest River Representative or Manager.

When creating the parts line for shop supplies, Dealers should:

- Use the part number, USERPART.
- List/itemize all the supplies used in the description field of the parts line. If it's body work, an amount with the supply is helpful. Failure to do so may result in an adjustment.
 - Example description: screws, nails, cleaner, rags
 - Example description for body repairs: Paint \$58.00, bondo \$50.00, buffing compound \$60.00
- Not provide receipts. Forest River understands that Dealers buy these supplies in bulk and securing a receipt may be difficult and time consuming.
- List replacement parts separately from shop supplies on a new parts line.
- Not apply mark up as they are an expense of doing warranty repairs.

A Dealer will be **allowed 5% of the approved labor total, up to \$25.00**, for shop supplies on a warranty claim. Shop supplies amounts will be reviewed by the Forest River Representative to make sure that the request is justified and fair.

When performing body work, the allowance for shop supplies should not exceed \$15.00 per hour labor. Amounts could vary based on the location, size, and type of work performed.

These are guidelines for the Dealer to use for shop supply expenses. If they are misused, a Forest River Representative or Manager will discuss the matter with the Dealer.

D. Returning Parts to Forest River – Part Tags and UPS Labels

Repairs that require part returns are noted on the labor line of the claim. In the *Return Required* field at the end of the labor line, there are two columns – one for US and one for Canada. If the part is required back for warranty, there will be a green check mark. If the part is not required back, there will be a red X. It is very important to note that if a wrong repair code is selected by the Dealer, it does not excuse them from returning a warranty part if the correct repair code requires it.

If the Dealer adds a parts line to a labor line with a required part return (a green check), a part tag number will generate on the parts line after the line has been saved.

- The Dealer will print a *Part Return Tag* from the part line using the *Printer* icon. There are two tags on the one sheet. One should go in the box with the part. The other can be kept for reference or used on the outside of the package. Failure to provide documentation in the package could result in a return at your expense.
- The Dealer will create a UPS label for that return part after the claim has been submitted for payment. A pre-paid UPS label should be created from the parts line using the *Create UPS Label* option in the *Printer* icon. Once the label has been created and printed, the UPS tracking number will be saved on the claim, along with being visible on the Forest River side. It is not necessary to keep a copy of this label.

- The UPS label will have the correct address to return the part to and should be affixed to the box. If the pre-paid UPS label is not used and the part is shipped to the wrong location, the Dealer will be charged shipping to send the part to the correct location.

The Forest River Warranty Representative will wait 14 days for the part return once the claim has been submitted and/or a UPS tracking number is confirmed. If the part has not been returned, the repair line will be denied at that time. The Dealer will then have to create a new claim for that repair. If no UPS label has been created for a part return, the Warranty Representative will place the labor line in Feedback requesting the Dealer to create the label. If the label does not get created, the repair line will be denied, and the Dealer will have to create a new claim for that repair.

E. Parts Return Requests without the Part Return Requirement

Occasionally, a Forest River Warranty Representative may request a part back on a repair that normally does not require a return. In those cases, if the Dealer still has the part available, the part can be returned using the pre-paid UPS label on the claim header. A part tag number would not generate automatically on the part line – but a Warranty Representative can manually generate one for you. If they do not, a copy of the claim in the box will satisfy the documentation requirement with the return part.

F. Condition of Returned Parts

All warranty parts must be returned in properly packaged tubes, boxes, or envelopes to ensure warranty coverage. The best way to return a part is to put it in the packaging the new part came in, if possible. When Forest River receives the part, the package and part are carefully inspected. If the package has excessive damage, it will be documented with UPS and Forest River. Damage to shipments due to improper packaging is the responsibility of the Dealer and the claim will be subject to review, which may be adjusted or denied.

The part itself is also carefully inspected. If the part has been visibly disassembled, or has damage not related to the reason warranty is being claimed, the claim will be subject to review and may be adjusted or denied. The part may also be returned to the Dealer, and the account will be charged for the return shipment.

G. Shipping Allowance for Parts

Forest River will reimburse normal shipping costs (standard ground shipping) associated with warranty parts on a warranty claim. Expedited shipping is not covered by warranty unless it has been approved by a Forest River Warranty Representative. If shipping costs exceed the amount allowed for ground shipping, it will be adjusted accordingly.

If there are multiple parts on an order and all of them will not be submitted on a claim at the same time, Dealers are expected to divide out the freight by the number of items on the order and request reimbursement for that fraction of freight. It is impossible at this time to manage and research if the full amount of freight has been claimed already; therefore, splitting the freight amount by the number of items makes it more manageable for all parties involved. Example: 3 slide motors were ordered on one parts order. One will be used now on one VIN, and the 2 others will be put in stock. Freight for the order is \$24.00. Each motor claim would allow \$8.00 for the incoming freight.

Forest River will also reimburse for crate fees charge on parts requiring secure packaging. If the Dealer requests a crate package, the reimbursement for that fee will be subject to review and may not be covered. There is no markup allowed on crate fees.

For Canadian Dealers, Forest River will reimburse brokerage/custom fees when a copy of the invoice is provided. The fee is subject to review and reimbursement will not include GST/PST/HST charges. The brokerage fee and duty amount are allowed for claim submission and should be converted to US funds. Some Forest River Parts Departments will charge brokerage upfront on the parts order. This brokerage fee is completely reimbursable on a warranty claim if the part is applicable to the associated labor repair.

H. Vendor Testing and Reversal of Payment

Once the part has been returned to Forest River, it is subject to inspection and testing by our Warranty Representatives and our Vendor Suppliers. The claim is tentatively paid for parts that are sent to our Vendor Suppliers for inspection and testing.

There are times that the part or repair is denied from them as testing good-no defect found, not their part, inspected and found damage, etc. At that time, the Warranty Representative determines if the Dealer will be charged back for that part. They would review the information from the Vendor, the elapsed time from the processed claim date, and how much the repair cost. Should the part and repair need to be charged to the Dealer, a negative warranty claim (Dealer Debit) will be created. The Dealer should receive notification from Forest River prior to the charge being submitted in the form of an email or phone call. At this time, the Dealer can determine if the part is something they want returned to them. This negative claim will reference the original claim number and will show up in the claim grid on F.R.D.C. It will include the reason the part or repair was denied by the Vendor Supplier.

If the Dealer chooses to dispute the Vendor Supplier's results or the warranty charge, a contact person will be listed on the negative claim (the *Created by* email user).

Service Centers and Mobile Service

With the increasing number of Retail Customers who are destination camping, at times, it will be necessary for our Dealers to utilize a mobile service to provide warranty work. In addition, a Retail Customer who is traveling or camping out of their area may require assistance in locating someone to repair their unit. This could be another Forest River Dealer, a service center in the Forest River network, or a mobile repair service. Because authorization is provided on a case-by-case basis, Forest River recommends having that entity provide a repair estimate to the selling Dealer assisting the Retail Customer. The selling Dealer will submit it as a sublet on F.R.D.C. before the work is done. If the Retail Customer's situation is time sensitive, call Forest River once the sublet has been submitted for a prompt response to the claim. It may become necessary for Forest River to contact the repairing entity to help troubleshoot and send parts if needed, so having the estimate provides that information.

When a Service Center or Mobile Service is used, the flat rate code requirements are still applicable when submitting for warranty. If the requirements for that repair are not met (pictures, part return, testing sheets, etc.), the request for warranty coverage will be reviewed on a case-by-case basis and may be adjusted or denied.

A. Using a Mobile Service – Service Calls

On occasion, it is necessary to use a mobile repair service because the problem does not allow the unit to be moved. While the Retail Customer is responsible for taking their unit to a service facility for repairs, Forest River recognizes that there are circumstances where that is not possible. If a mobile repair service is called, they typically will charge a service fee for coming out to the unit. Under normal warranty, a service call fee is not covered by warranty. However, any service call charge will be reviewed for reimbursement on a case-by-case basis from the Forest River Warranty Representative. Retail Customers should be made aware of Forest River not covering a service call fee in all cases, so that they are not surprised by having to pay for the charge themselves.

Ordering Parts – What You Need to Know

Forest River encourages Dealers to purchase parts from the respective brand parts departments for ease of fulfilling warranty. Our primary goal is to supply you with the correct part, the first time, in a timely manner. Dealers are **HIGHLY ENCOURAGED** to use the VIN on parts orders to help us do this.

A. Expectation of Order Review, Fulfillment, and Shipment

Forest River wants to fulfill Dealer orders in a timely manner; therefore, we request that all parts orders be placed on F.R.D.C. Phone calls and emails should be reserved for follow-up, to request prompt review of a hot order due to an escalated situation or report a problem with an order. Parts orders given to the Dealer's Sales Representative will not be honored as valid parts orders.

When the Dealer places the order on F.R.D.C.:

- The order is reviewed by a Parts Representative. If additional information is required, the Forest River Representative will contact the Dealer. This may delay the order. The status of the order will show as Open Order.
- The order is submitted for approval. Most orders are approved within minutes of submission. Special circumstance orders may take up to 24 hours for approval.
- The order is printed and given to the shipping department to pull the part either from inventory or the plant. If the part must be ordered from the Vendor, Forest River will place the order, which will cause a delay in the shipment of the part. A part may also be backordered – see Section H in the following pages.
- The part is packaged and shipped. The order status updates to Shipped on F.R.D.C. with a tracking number. An order confirmation is emailed to those Dealer users that have the email preference set.
- The order is invoiced once the shipping information is added on the Forest River side. The Dealer can view the invoice with shipping charges. Dealers are also emailed invoices. The status of the order will then show as Invoiced.
- The Dealer receives the part and inspects it for damage and accuracy against the packing slip attached or enclosed. If visibly damaged or incorrect, the Dealer needs to contact Forest River immediately and may need to refuse the shipment upon delivery.

Forest River has set goals for turnaround time. Please note that these are guidelines and there will be variability based on staffing, availability of parts, etc.

- Customer down parts – shipped 1-2 days from order approval
- Stock parts and shipped UPS – shipped within 2-4 days from order approval
- Stock parts and shipped freight (with crate) – shipped within 5-10 days from order approval
- Production plant availability and shipped UPS – shipped within 3-5 days from order approval
- Vendor ordered part – shipped within 14-21 days from order approval (may be less if drop shipped from Vendor Supplier)
- Special order parts built from production – shipped within 7-14 days from order approval
- Laminated parts built from production – shipped within 14-21 days from order approval

B. Dealer Connect

F.R.D.C. allows Dealers to submit parts orders easily. All parts orders should be submitted through F.R.D.C. While Dealers can still call in and email the Parts Representatives, Forest River encourages Dealers to submit all orders through F.R.D.C. for accuracy and timeliness. Using a VIN on the order in F.R.D.C. directs the Dealer to brand and year specific parts and will ensure the most accurate results.

C. Parts Catalogs

Forest River brands have created individualized parts catalogs that filter parts to the brand, sub-brand, and model year. This will help the Dealer user narrow down the number of parts available for that brand, model year, or unit VIN. While the catalogs have been created to the model year, there will be times when a part will not be available on the web or may have been overlooked. In those situations, it will be necessary for the Dealer to contact the Forest River Parts Representative for assistance.

Dealers can search for parts one of two ways:

- Preferred method: Use key words to locate the part needed for the order. The key word search allows the Dealer to use full or partial words, not necessarily in order, along with part numbers, measurements, and numerical nomenclature.
- Select the *Category* and *Sub Category* filters on the left of the screen and then use the key word search.

Forest River has created a standard of having 85% of our parts contain an image for easy identification. Dealers can view a thumbnail of the image and view a larger version of the image by clicking on *Details* at the end of the part description. Depending on the image, the Dealer may be able to magnify the picture to see the part in more detail. Forest River knows that images help Dealers accurately order parts.

When looking at the *Details*, the Dealer may see “parent-child” relationships of parts. This is especially true of our graphic layouts. The graphic layout sheet shows the unit with all the graphics associated to it. This would be the parent part. The individual graphics would be listed under the layout as child, or supplemental, parts. They are associated with the parent part. Dealer users may find other parts with this same relationship attached to them.

Forest River has standardized part descriptions to help the Dealer identify parts. Forest River implemented this standard in 2017 as we transitioned to the new portal. This should help the Dealer find parts and understand what they are across all our brands.

If a part is in the catalog and visible on the web, it does not necessarily mean it is in stock. Your Forest River Parts Representative will be able to tell you that information.

D. What to Provide When Ordering a Part

When the Dealer orders a part on F.R.D.C., Forest River recommends the following information be provided for greatest accuracy:

- VIN on the order – highly recommended!
- PO number

- Any special shipping or order instructions in the *Notes* box, such as the unit being down
- Additional part information entered in the *Notes* box if needed
- *Ship To* address correct for order
- *Shipping method* selected
- Forest River part number, if available
- Picture attached to the line

E. USERPARTS

While Forest River continues to improve the parts catalogs, there will be times where a Forest River part number or part is not available on F.R.D.C. When the Dealer is unable to find the part they are looking for, the user can use USERPART to add it to the order.

This type of addition to the order requires the Dealer to add at least one picture and a detailed description. These pieces of information will help the Parts Representative identify the part needs to be added to the order.

- Pictures submitted on the order should be clear and show the complete part. If there are tags or identifying information on the part, pictures of those things should be added. Multiple pictures can be attached to the line and will help identify the part.
- Descriptions should include: the Forest River part number (if it is not in the parts catalog and/or if it is given by a Forest River Parts Representative), size/dimensions, color, style, location in unit, and model of appliance or electronic device.

F. Shipping

Most parts ordered through Forest River will be shipped UPS Ground or Freight, depending on the part size and weight. The Dealer can request an alternate method of shipping at the time of the order. On F.R.D.C., the user can select the *Shipping Method* on the parts order header. If it is not changed, it will ship UPS Ground or Freight. The Dealer can also request expedited shipping. These instructions should be entered in the *Notes* box on the order header.

The Dealer can also request to ship the order complete or as parts become available. A shipping charge is generated with each separate shipment. If you would like to request either of these methods, the request should be made in the *Notes* box on the order header or by contacting the brand's Forest River Parts Representative.

Expedited shipping can be requested on the order header in the Shipping Method. This request can only be granted if the part is available to ship. If it is not, regular shipping will be defaulted to the order. Selecting expedited shipping is not a guarantee the order will ship the same day the order was submitted. Warranty does not cover expedited shipping unless authorized by the Warranty Representative.

G. Methods of Shipping

The following methods of shipping are available upon request or as a default:

- UPS: UPS Ground is the default for all parts of acceptable size and weight.

- **Freight:** Motor freight is the default for all parts too large or heavy for UPS.
- **Unit Load:** With unit shipments varying among Dealers, this request will be granted if a unit is available within 15 days after the parts are ready. Depending on the part, unit load shipping may not be available or recommended due to the part being too sharp, too big, too heavy, or if it has a high potential of causing damage to the interior of the unit. It is best to request this method when the Dealer knows a unit is getting ready to be shipped to them. If one does not become available, the parts will be shipped the best way to the Dealer without notice.
- **Dealer Pick-up:** Forest River requires a 48-hour notice if a Dealer chooses to pick up the parts directly from the factory. Dealers should confirm that special ordered parts have arrived before picking up. Forest River will hold the order scheduled for a Dealer pick-up for 15 days. If the order does not get picked up, the parts will be shipped the best way to the Dealer without notice.
- **Drop Ship:** If a part is available through a Vendor Supplier, the order may be fulfilled by the Vendor Supplier and shipped to the Dealer directly to avoid additional handling and time.

H. Backordered Parts

A part may be backordered because it is currently out of stock or must be ordered through the Vendor Supplier. The order may be split, or those parts may be entered on a new order.

If the part becomes completely unavailable, Forest River reserves the right to substitute the part at any time without notice. While Forest River encourages our Vendor Suppliers to keep adequate servicing parts for a reasonable time period, there will be occasions where the part is no longer available.

I. Cancellation of Order

If the Dealer needs an order canceled, the request should be made in writing, preferably in an email. This protects the Dealer and Forest River. There is a short window of time for the cancellation of an order. If Forest River has already ordered the part from a Vendor, or the order has shipped, the order may not be canceled.

During the order cycle, a Parts Representative may request additional information from the Dealer through email or phone call – after 5 days, another email or phone call – day before, last notice. If the Dealer fails to respond within 10-15 days from the initial contact, the order may be canceled. If the information becomes available later, the Dealer can place a new order.

Forest River may cancel or not ship specific parts placed on an order because they are considered hazardous material. Most Forest River parts departments are not set up to ship this type of material. The Parts Representative may direct you to a Vendor Supplier that can ship them or recommend somewhere local to purchase the parts.

J. Drop Ship Orders

Forest River may work with a Vendor Supplier to fulfill your order. The part may need to be ordered directly from the Vendor because it's not a part we stock or it's part of the First Stop Warranty program. In these cases, the part may be drop shipped to the Dealer from the Vendor directly. This helps us to minimize damage, turnaround time, and shortages. When the part is shipped directly from the Vendor, the Dealer may have to

look up the original parts order to reference what the item is for. Forest River will request additional reference material to be added to the packing slip, but it may not always end up on it. If it's for a First Stop Warranty authorization, it may require contacting the Vendor or Forest River for assistance.

K. Account on Hold

Many Dealers have account terms set up to pay for parts with warranty payments. If the warranty payments do not exceed the amount owed for parts, the account may be placed on a temporary hold. Dealers can see if they have been placed on hold on F.R.D.C. in *Settings* under *Account Information* (Home>Setting icon>Account Information>Hold Status). To remove the hold, the Dealer can contact their Accounts Receivable Representative for assistance. The number to their department is provided on F.R.D.C. in the same location. If it is necessary to place a parts order while on hold, the Dealer may use a credit card to pay for the order while the account is being reviewed.

Stock Orders – Critical Parts, Retail Sale, Bulk Parts

Dealers can order parts to satisfy warranty repairs to a Retail Customer or for their parts stock for future repairs. While we encourage Dealers to purchase parts directly through Forest River, we do not encourage, nor do we support, Dealers to purchase parts to resell for profit.

Dealers will want to order parts to stock for warranty repairs based on a previous season's usage. If the Dealer would like to receive a report on their most ordered parts to plan, a Parts Manager can assist in getting the data for a stock order.

There are some parts that will not be allowed to be ordered as stock, drop shipped, or sold to a Retail Customer directly from Forest River. Here is the list of parts that are considered critical and will not be sold as noted above:

- Appliances such as furnaces, water heaters, air conditioning units, range/ovens, etc.
- Refrigerators that can run on LP gas.
- Any LP gas component including LP detectors, carbon monoxide detectors, regulators, hoses, etc. (A LP quick connect would not be a critical part).
- Inverters and converters, and associated distribution panels
- Axles and all axle components
- Brakes and all components relating to braking
- Break-away switches
- Any suspension components including springs and shackles
- Tires, wheels (rims), and lug nuts
- Hitches and couplers
- Entry steps
- Ladders
- Holding tanks
- Spare tire carriers
- Exterior grab handles
- All fuel station components
- Generators
- Transfer switches
- Frames
- Seat belts
- Ramp door cable kits and play pen kits
- Lift system parts for Camping and Truck Trailers (complete systems or partial: springs, lift arms, cables, winches, actuators, etc.)

These parts are restricted to single warranty or non-warranty repairs due to the safety concern and possibility of injury or death to the Retail Customer who may not be trained to repair them.

Parts Damage, Defects, Wrong, and Re-Ordering

There will be occasions when the part shipped to the Dealer may arrive damaged, incorrect, or defective. When this happens, there are steps required for each situation and may require that the part be re-ordered.

A. Procedure to Document and Report Damage

It is the responsibility of the Dealer to check the condition of the package and verify the part was not damaged in shipping. Condition of the package should always be checked before the shipper's driver is released. It is recommended that the package be opened as well, especially if the exterior is showing signs of damage (crushed, punctured, weak, compromised integrity). If the driver does not allow for inspection, we recommend that the package be refused if the signs of damage exist.

When a package is noted as damaged at delivery, the Forest River Parts Representative should be contacted immediately. They will assist in getting a new part to you and/or submitting a claim with UPS or the freight company.

If delivered by **UPS**, the following steps should be taken:

- Let the driver know that a package is damaged at the time of delivery and should be noted as such.
- Request inspection of the package before refusing it if the damage could compromise the integrity of the part.
- If the part is damaged, refuse the package at delivery and contact Forest River immediately.
- If the driver did not take the package back, keep the package until a driver comes back to pick it up. Do not remove it from the original packaging or container.
- UPS will inspect the package for the claim and return the part to Forest River.
- The Dealer will receive credit for the part as soon as the claim is paid.
- A new parts order will be entered to fulfill the Dealer's original order.

At no time should the Dealer tell the driver it was damaged due to improper packaging or discuss the state of the packaging by Forest River. This will result in the claim being denied. This should be determined only by inspection from UPS and Forest River.

If delivered by Motor Freight, the following steps should be taken:

- Inspect the part or package. Note all damage or shortages on the freight bill at the time of delivery.
- All packages should be signed "Subject to Inspection" unless the item is inspected while the driver is present.
- If damaged, the Dealer should provide details on the freight bill as to the type of damage (ie: hole in package, broken, carton crushed, etc.). Request to open the package to inspect the parts. If the part is damaged, refuse the package at the time of delivery. Contact Forest River immediately.
- If shorted packages, the Dealer should also provide details of the number of packages shorted. Contact Forest River immediately.
- If the driver did not take the package back, keep the package until a driver comes back to pick it up. Do not remove it from the original packaging or container.

- The Freight company will inspect the package for the claim and return the part to Forest River.
- The Dealer will receive credit for the part as soon as the claim is paid.
- A new parts order will be entered to fulfill the Dealer's original order.

At no time should the Dealer tell the driver it was damaged due to improper packaging or discuss the state of the packaging by Forest River. This will result in the claim being denied. This should be determined only by inspection from the Freight company and Forest River.

Damage is not always apparent at the time of delivery. It can be discovered when the package is opened. If damage is found upon unpacking, contact Forest River immediately. If the damage is noted within 48 hours, Forest River will assist in getting a new part sent to the Dealer and/or file a claim with the shipping company. If after 48 hours, the Dealer may have to make a written request for inspection by the shipping agent. This must be done within 15 days of the delivery date and a claim then would be filed with the shipper. If the request is not made within 48 hours, Forest River may refuse to request an inspection and deny the request for credit.

If the Dealer ever has questions about damaged shipments, please call the Forest River Parts Representative for that brand.

B. Incorrect Parts

Once a package is received, the Dealer may discover that the incorrect part was ordered or shipped. When this happens, the Forest River Parts Representative for that brand should be contacted immediately.

If the error was made on the Dealers part, the following steps will be taken:

- Dealer will report the error.
- The Parts Representative will ask the Dealer if they want to keep the part for their stock or return it with a restocking fee. If the part was special ordered, a return may not be allowed.
- If it is being returned, the Dealer will be given instructions on how to return it. A credit minus the restocking fee, and possibly freight charges, will be issued to the Dealer.
- A new parts order will be created either by the Parts Representative or Dealer.

If the error was made by Forest River, the following steps will be taken:

- Dealer will report the error.
- The Parts Representative will ask the Dealer if they want to keep the part for their stock or return it with a pre-paid UPS return label.
- If it is being returned, the Dealer will be given instructions on how to return it. A credit will be issued to the Dealer, or the new part will be sent to the Dealer no charge.
- A new parts order will be created by the Forest River Parts Representative.

C. Part Warranty

Forest River does not warranty parts sold. The manufacturers supply their own guarantees and terms of warranty. However, some parts received from Forest River can be submitted on a warranty claim if defective and the unit is still under warranty. Contact your Forest River Representative for more information.

If a part shipped is defective immediately out of the package, contact your Parts Representative. They will provide details of how to handle the defective product and the necessary steps to receive a new part.

D. Return Goods Procedure

The procedure to return parts 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 Representative before returning any part to Forest River. All requests for return authorization must be made within 15 days of the dealer's receipt of the ordered items. Most return items will be the result of damage or wrong parts ordered/shipped.

All returned parts must be in new, usable condition. A copy of the parts invoice must accompany the return parts and the parts must be returned to the brand in which they were purchased. If the part is received in poor or unusable condition, the Dealer will be notified that no credit will be issued.

Some returned parts are subject to a 15% restocking fee. The Forest River Parts Representative will let you know at the time of the request or authorization.

E. Order Credit

If a credit will be issued to the Dealer for a part, the Forest River Representative will create a credit parts order. The Dealer will be able to view this order on Dealer Connect. The original parts order number may be referenced in the *Notes* box on the order header and will show up on the invoice. Order credit may include the part, freight, or brokerage fees. Restocking fees may be applied, making the total credit less than the original order.

Litigation

On occasion, the Retail Customer will make a threat to a Dealer representative of getting a third party involved in a warranty or repair situation. The third-party entity could be the Better Business Bureau, Attorney General, or Legal Counsel. When that happens, it is imperative that Forest River be informed immediately to help the Dealer navigate the situation.

When the Retail Customer makes this threat, the following steps should be done:

- Contact the brand's Warranty Representative.
- Continue to work on the unit.
- Make extra effort to resolve the problem with the unit.
- Give the unit and Retail Customer more attention.
- Keep Forest River informed of the progress of the repair and Retail Customer's situation.

Forest River may request documentation regarding the unit when a third party gets involved. This would include, but not be limited to, sales orders, claims, emails, letters, etc. Being prepared early makes the process timelier for all involved.

If the unit has been at your facility for 20 days and it is not complete, it may be necessary to escalate repair procedures and communication with Forest River to prevent the unit from reaching a 30 days repair cycle. You must contact the brand's Warranty Representative to discuss how to expedite the repairs.

Record Retention

It is important for Dealers to have a document retention and record keeping system. Often, this system will help take care of customers and escalated situations much more easily.

A. Customer Records

Forest River recommends that the following records be easily accessible by the Dealer.

- Sales agreements
- Service orders and transactions
- Emails between the Retail Customer and Dealer
- Emails between the Dealer and Forest River
- Letters from the Retail Customer or third-party entities mentioned in the Litigation section of this manual
- Customer Delivery and Warranty Registration Form

There will be times when Forest River will request these documents if a Retail Customer situation has escalated.

B. TIN Document

There are brands that will ship a unit to the Dealer with shipping tires for maximize freight efficiencies and dollars. When this practice is done, Forest River is unable to confirm exactly which tires were installed on which units before sale as required by NHTSA (National Highway Traffic Safety Administration). For Forest River to continue this practice of stacking units and shipping loose tire/wheel assemblies, the Dealer is required to fill out the Forest River TIN (Tire Identification Number) sheet to record every individual tire mounted as well as the unit they are mounted to. The TIN sheet and instructions are located on F.R.D.C. in the Quick Links Documents button under Policy & Procedure (Home>Quick Links>Documents>Policy & Procedure). Once filled out, the Dealer should return the TIN sheet to the respective brand Warranty Manager for documentation.