

Forest River Dealer Connect

Helpful Tips for Pictures

- Make sure the pictures are clear when attaching them to a claim.
- Include three pictures for each repair that show:
 1. A clear picture of the defect.
 2. Complete item.
 3. The location (further back) of where the repair/replacement is needed; or additional information such as tags, labels, or anything else identified in the notes.

Do not over submit multiple pictures of the same thing.

Example:

Linoleum repair/replacement



- Submit pictures of the model/serial number if it is required by the flat rate code. The requirements are located in the note box and the model and serial section on the claim line will be highlighted in pink.

Example:

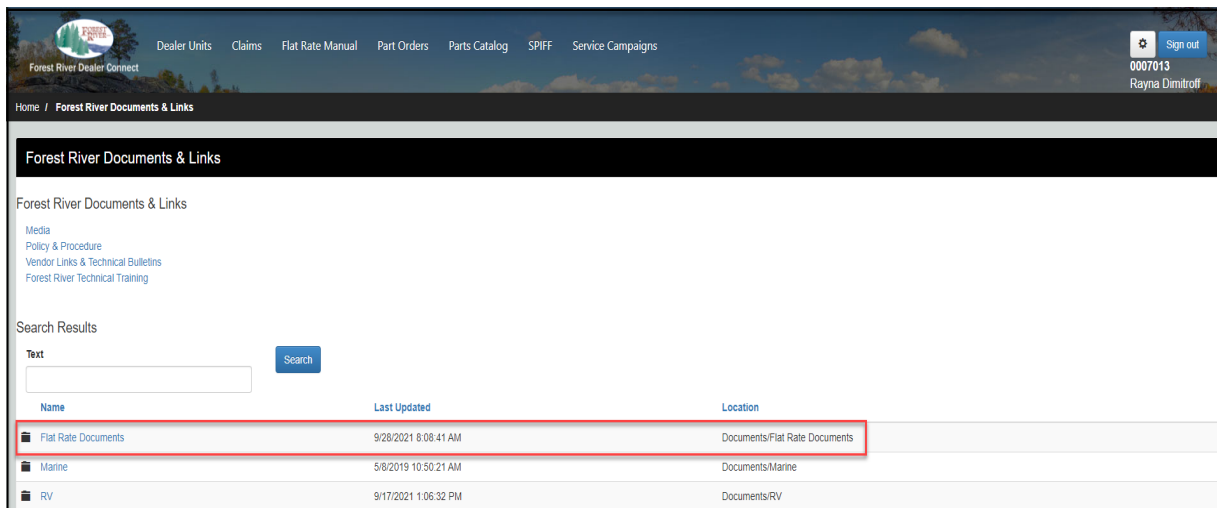
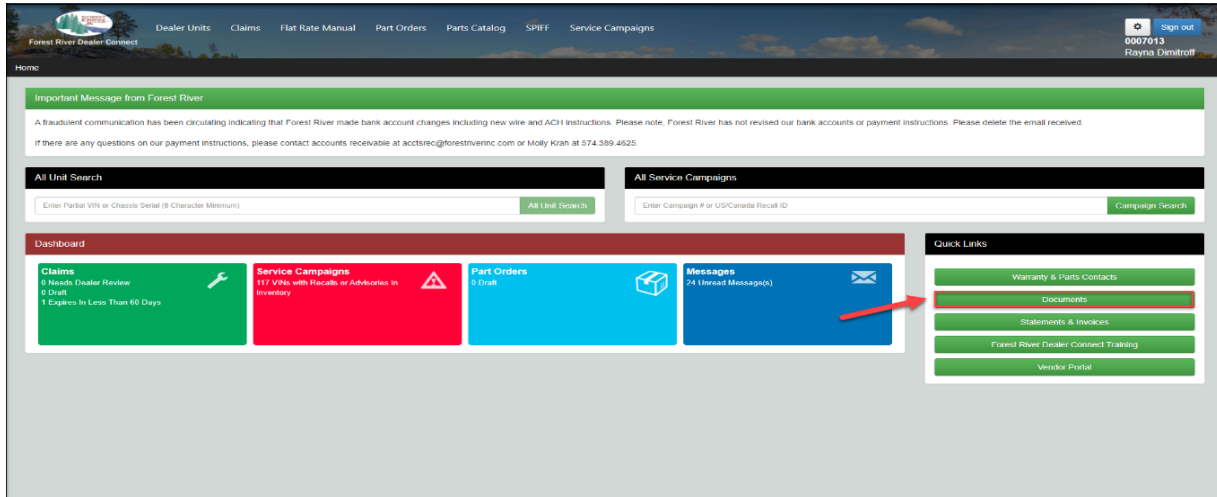


Flat Rate Code	Flat Rate	Sublet	PreAuth	Hours	Labor Amt	Model	Serial	Photo Req. US CAN	Return Req. US CAN
70-178-01-00-002139	0.25	<input type="checkbox"/>	✘	Requested: 0.25	\$2.50			✘ ✘	✘ ✘

- Edit your picture if it is not clear where the defect is located. You can edit the picture by cropping, circling, or adding an arrow in the Paint App on your computer or using the snipping tool.



- Some Vendors require an **Appliance Performance Sheet** to be filled out in order to review a repair. We are currently working on updating all the codes with that information and have recently added some of the forms on Dealer Connect. If the code has been updated and you need the form, please locate the required form on Dealer connect. This will be located under the Quick Link Documents, under Flat Rate Documents. If you are unable to locate the correct form, please contact that brand’s warranty representative.



- Add a picture of all labels, stamps, and tags to the claim. The complete label needs to be shown.

Examples:

Water Pump



Tongue Jack



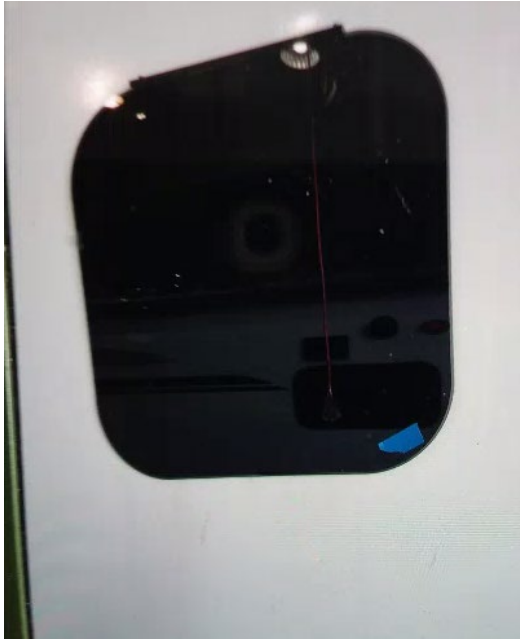
Actuator Motor



Feedback on codes:

Below are codes that we have received feedback from Forest River Warranty users that Dealers need more instruction on what is needed.

- **Window's** - LCI requires a photo of the 'Etched in Logo'. Submit pictures showing the complete window, data tag on the frame of the window, defect, and the logo.



- **Faucet/leaking faucet-** We require pictures showing the faucet leaking and the info tag under the base for coverage. We will also need a picture of the complete faucet.



- **Maxxair fan replacements-** A picture of the front, back, defect (if possible), and the vendor information tag is required.

Info tag required:



- **Range fan motor**- The information tag on the motor is required, along with a picture of the complete motor.



- **Power Winch** – Pictures showing the defect, complete item, and the product's data tag are required. Dealers are attaching a picture of a silver-like tag, but the tag we need is the white tag. The model/serial numbers are on the white tag.

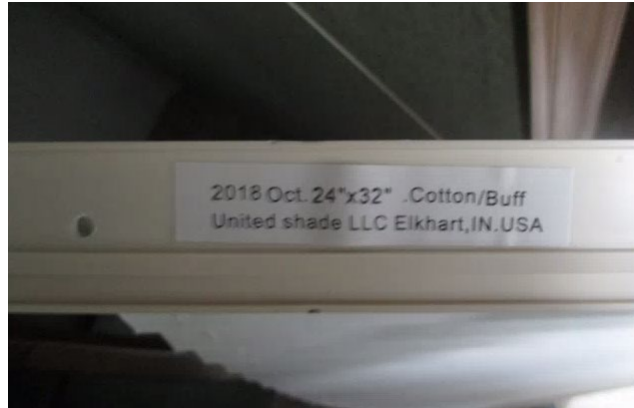
Incorrect Tag:



Correct Tag:



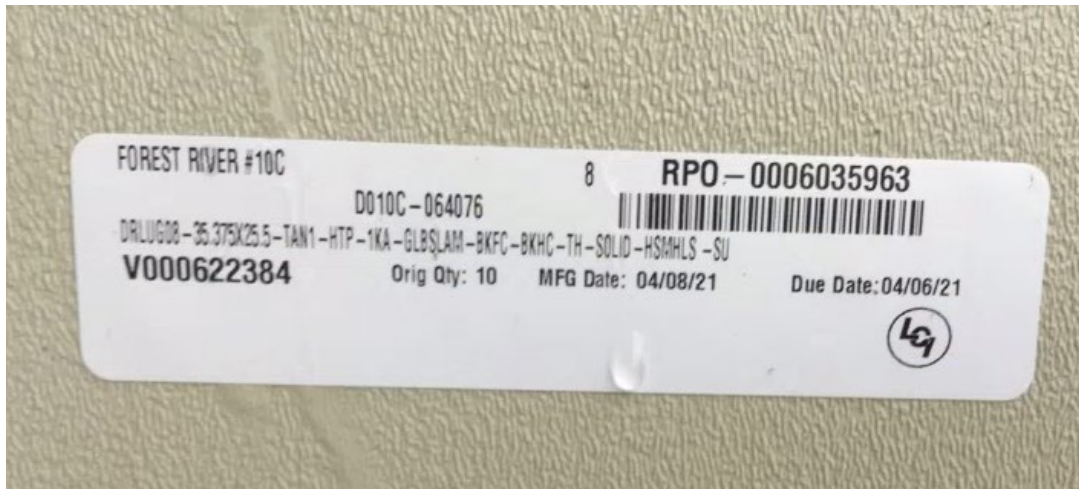
- **Window Shades-** A picture of the defect, complete part, and data tag on the top rail is required for replacement.



- **Entrance door-** A picture with a straight edge is needed if the door is bowed/warped. The straight edge picture needs to show the defect. A picture of the complete door and the information tag on the hinge side of the door is also required.



- Compartment door-** If the door is bowed, we require a picture of a straight edge for us to see the defect. We also require a picture of the complete door and the tag on the inside of the compartment door.



- Cabinet doors-** If a cabinet door is warped, a picture with a straight edge is required for authorization. You will also need the measurements of the cabinet door on the claim with a picture of the complete door.



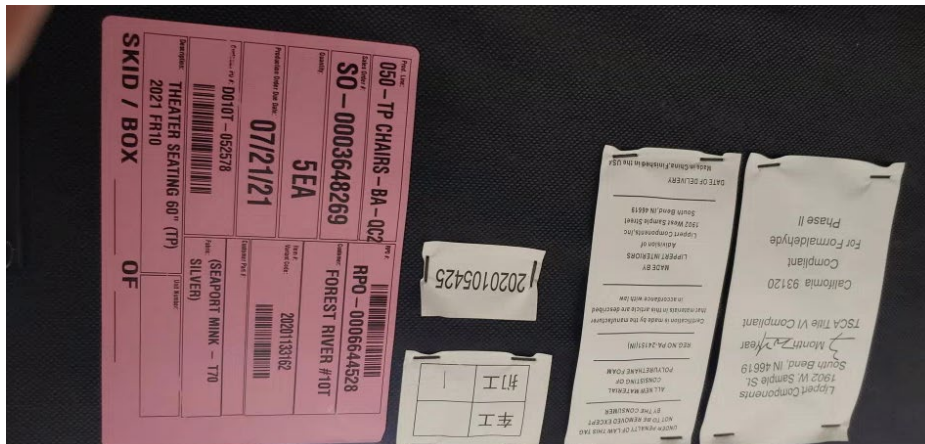
- **Axle-** A picture showing the defect, the complete part, and the information tag on the axle is required. This tag is located on the axle beam.



- **Furniture-** A picture of the complete item, defect, and the Vendors law tag is required.

Examples:

Flip Sofa



Free Standing Chair



- **Frame repair/replacement:** The vendor requires a picture of the information tag on the frame, defect, and the complete part. If there is a camber issue on the frame, the vendor will require the Vendors Performance Sheet to be filled out. If you are unable to locate the form on Dealer Connect, you can contact the brand's representative to send you the form for that Vendor.



- **Linoleum or Sub-Floor-** A picture is required with a straight edge if the linoleum/floor is bubbled or if the sub floor is bowing. We will require a picture of the complete item also.



- **Fiberglass-** A picture with a straight edge is needed showing the delamination/bubble on the fiberglass of the unit. If the issue found isn't large enough for us to detect with a picture, please edit the picture to show us where the defect is. Depending on the unit, we may need a picture of all four sides of the unit to determine if this is due to user error or if it is a defect in the product itself.



Please feel free to contact Kelly Mosher, Shane Imus, or Rayna Dimitroff for any assistance by email at Corporate_Training@forestriverinc.com.