

---

**RE: 2653753 : 5ZT3CH2B1RA331015 [ thread::gZVCLo1BdMugdq9zICu7Ax8:: ]**

1 message

---

**Jennifer Friend** <jfriend@forestriverinc.com>

Mon, Apr 27, 2026 at 7:11 AM

To: Furrion Warranty <warranty@furrion.com>

Cc: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>, Jennifer Friend <jfriend@forestriverinc.com>

Ashlee please see below



**JENNIFER FRIEND**  
WARRANTY REPRESENTATIVE

jfriend@forestriverinc.com

office: (574) 825-8511



---

**From:** Furrion Warranty <warranty@furrion.com>

**Sent:** Monday, April 27, 2026 9:10 AM

**To:** Jennifer Friend <jfriend@forestriverinc.com>

**Cc:** Jennifer Friend <jfriend@forestriverinc.com>

**Subject:** RE: 2653753 : 5ZT3CH2B1RA331015 [ thread::gZVCLo1BdMugdq9zICu7Ax8:: ]

Hello Jennifer,

Case: 6727545

VIN: 5ZT3CH2B1RA331015

As there is no indication the fridge isn't cooling as designed and the noise seems to be the main issue, we will need to identify the source of the noise. Please review all the steps below and provide your findings. If at any point the source of the noise has been located and remedied, then there is no need to proceed with the next step. However, if the source of the noise cannot be located, then all findings will need to be provided.

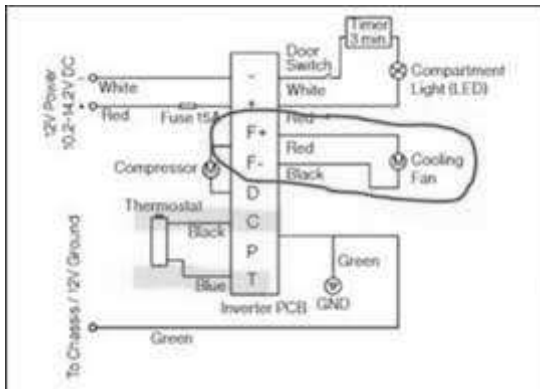
Step 1: Accessing a decibel meter and taking a reading which allow for us to determine if the noise is standard or excessive. This can be done on the customer's mobile device.

Step 2: To best isolate the sound please pull the fridge out from its enclosure if applicable. Once the refrigerator is out and on a flat surface, remove the back panel, then turn the refrigerator on. If the noise stops, please confirm nothing is pressing/rattling against the back panel.

Step 3: Check the compressor mounts to ensure they are completely tightened, they can add/remove a washer to level it out and stop the vibration.



Step 4: To rule out the fan or compressor is to have them unplug power to the fan just to isolate the compressor and understand which component is making the noise.



Step 5: Please provide a short video taken at the compressor for further evaluation.

We appreciate your business!

Thank you,  
 Makala R.  
 Care Center Customer Service Representative  
 P: 432-LIPPERT | f: 537.534.7161  
 E: customerservice@lci1.com  
 Lippert

This e-mail is intended solely for the addressee and may contain sensitive, private, proprietary or legally privileged information. If you are not the intended recipient, please notify the sender immediately and delete this e-mail from your system. Any unauthorized use, disclosure, copying, printing, or dissemination of any part of this information is prohibited. The shareholders, directors and management of Furriion and any of its group companies accept no responsibility and accordingly shall have no liability to any party whatsoever with respect to the contents of this message.

----- Original Message -----  
**From:** Jennifer Friend [jfriend@forestriverinc.com]  
**Sent:** 4/24/2026 2:22 PM  
**To:** warranty@furriion.com  
**Cc:** jfriend@forestriverinc.com  
**Subject:** 2653753 : 5ZT3CH2B1RA331015

Complaint: Fridge is making a noise at random times. Sounds like a diesel truck, customer sent video to allow tech to see what he is hearing when using the unit.

Cause: Confirmed fridge is making a rattling noise internally, at random times when running

Correction: Compressor is not working as designed. Replace refrigerator

Vin number 5ZT3CH2B1RA331015

DOM 10/26/23

DOP 8/16/25

#### Dealer information

TRI AM RV CENTER OF EAST TN

1202 IDELL ROAD (I-81 EXIT 23)

BULLS GAP, TN 37711

USA



**JENNIFER FRIEND**  
WARRANTY REPRESENTATIVE

[jfriend@forestriverinc.com](mailto:jfriend@forestriverinc.com)

office: (574) 825-8511



thread::gZVCLo1BdMugd9zICu7Ax8::