



Ashlee Olsen <ashlee@dealer-advisors.com>

RE: AUTHORIZATION FOR 2666672 : 5NHTRDU19SD210599 - TRI AM RV CENTER OF EAST TN [thread::ewosuwh_et-NunUtph6XPx8::]

4 messages

EmailToCase <customerservice@lci1.com>
To: "div92warranty@forestriverinc.com" <div92warranty@forestriverinc.com>
Cc: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Thu, May 7, 2026 at 7:35 AM

Good morning all

Thank you for your email. Before we are able to review this claim, we will need the axle tag provided. You can find this tag on the rear of the axle.

Thank you,

Stacy E.
Lippert Customer Care Representative
432-Lippert
www.lippert.com.

Business Accounts can place orders, view order history, tracking, and invoices through Lippert Business. Login or request access here.
For Return Requests, please email: Returnsdepartment@lci1.com
For all other support, connect with us through our [Contact Us page](#).

----- Original Message -----

From: DIV92 Warranty [div92warranty@forestriverinc.com]
Sent: 5/6/2026 3:24 PM
To: customerservice@lci1.com
Cc: ashlee@dealer-advisors.com
Subject: AUTHORIZATION FOR 2666672 : 5NHTRDU19SD210599 - TRI AM RV CENTER OF EAST TN

Hello, I am requesting authorization for the following:

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0049080 TRI AM RV CENTER OF EAST TN 1202 IDELL ROAD (I-81 EXIT 23) BULLS GAP, TN 37711 USA LABOR RATE: \$175.00 OWNER INFORMATION MICHAEL CHARLES MORROW 1704 COOKS VALLEY RD Kingsport, TN 37664 USA 423-292-3906	CLAIM STATUS Pre-Auth CLAIM 2666672 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5NHTRDU19SD210599 CHASSIS VIN DOM 08/22/2024 MILEAGE 0 SITE/WAREHOUSE 091//091B ITEM # NBT19.4-91 DEALER RO # 26989 CLAIM START DATE 5/6/2026 CLAIM END DATE RETAIL DATE OF PURCHASE 7/8/2025 WARRANTY EXPIRATION DATE 7/8/2026
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Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	10-1-01-02-000046	Inner Wheel Bearing, each Frame & Chassis/Axles, Suspension/Replace/Suspension System
Complaint, Cause, Correction		
Original Note :		
ashlee@dealer-advisors.com, 2026-05-06 12:41:11 :: Complaint: Customer request a bearing repack for this unit since the center dust caps and hubs are affected on C#2665562		
Cause: Center dust cap and hub came off/loose from wheels, affecting the bearings		
Correction: Bearing repack		
	Model # 1	Submitted Hrs 1.50
	Serial # 1	Submitted Labor \$262.50
		Approved Hrs 0.00
		Approved Labor \$0.00

Per our First Stop Warranty Program with your company, a response is highly recommended within 24 hours. We will graciously allow up to 48 hours. after the 48 hours, a resend of the original email will occur, allowing 24 hours for a response. Provided there is no response, the claim automatically approves and a chargeback submitted to your company. Thank you for your cooperation.



RV

Jacqueline Herrera

SURVEYOR/R.POD/NOBO/IBEX/RV
SUITES

WARRANTY REPRESENTATIVE

Div92warranty@forestriverinc.com
Office: (574) 642-3119 live calls

Please email our Teams for help:

Warranty: div92warranty@forestriverinc.com

Parts: div92parts@forestriverinc.com

Owners: div92owners@forestriverinc.com

1496 Gerber Street - 92 Upstairs Offices

1492 Gerber Street- Warehouse
Ligonier, IN 46767



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Ashlee Olsen <ashlee@dealer-advisors.com>
To: EmailToCase <customerservice@lci1.com>
Cc: "div92warranty@forestriverinc.com" <div92warranty@forestriverinc.com>

Fri, May 8, 2026 at 12:51 PM

Hello,

Requested photo has been attached.

Thank you,
Ashlee

[Quoted text hidden]

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Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887



line 1 and 4 requested axle tag photo.jpg
662K

DIV92 Warranty <div92warranty@forestriverinc.com>
To: EmailToCase <customerservice@lci1.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, May 11, 2026 at 8:48 AM

Hello, please see attached



RV

Jacqueline Herrera

SURVEYOR/R.POD/NOBO/IBEX/RV
SUITES

WARRANTY REPRESENTATIVE

Div92warranty@forestriverinc.com
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Please email our Teams for help:

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1496 Gerber Street - 92 Upstairs Offices

1492 Gerber Street- Warehouse
Ligonier, IN 46767



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This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.



line 1 and 4 requested axle tag photo.jpg
662K

EmailToCase <customerservice@lci1.com>

To: "div92warranty@forestriverinc.com" <div92warranty@forestriverinc.com>

Cc: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Mon, May 11, 2026 at 9:42 AM

Good afternoon all

Thank you for sending this in. I authorize 2 new grease caps, 2 seals, any center cap, if affected and 1 hour labor. You can do a VCB and authorization is in case 6757209.

If the parts need to be ordered and they would like to order from Lippert, the service facility can call our Axle/Chassis/Step parts department at 574-537-8900 and order. Be sure to reference this case number, 6757209 when calling. If they would like to purchase it locally, that is okay.

Thank you,

Paul W.
Lippert Customer Care Representative
432-LIPPERT

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