



Ashlee Olsen <ashlee@dealer-advisors.com>

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**RE: AUTHORIZATON FOR 2665562 : 5NHTRDU19SD210599 - TRI AM RV CENTER OF EAST TN [ thread::ewosuwh\_et-NunUtph6XPx8:: ]**

4 messages

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

Wed, May 6, 2026 at 9:14 AM

Hello Jacqueline

Can we get a picture of the axle serial tag please?

Thank you,

Paul W.  
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 9:58 AM  
**To:** customerservice@lci1.com  
**Cc:** ashlee@dealer-advisors.com  
**Subject:** AUTHORIZATON FOR 2665562 : 5NHTRDU19SD210599 - TRI AM RV CENTER OF EAST TN

Hello, I am requesting authorization for the following:

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b> 0049080 TRI AM RV CENTER OF EAST TN 1202 IDELL ROAD (I-81 EXIT 23) BULLS GAP, TN 37711 USA  <b>LABOR RATE:</b> \$175.00  <b>OWNER INFORMATION</b> MICHAEL CHARLES MORROW 1704 COOKS VALLEY RD Kingsport, TN 37664 USA  423-292-3906	<b>CLAIM STATUS</b> Pre-Auth <b>CLAIM</b> 2665562 <b>CLAIM ORIGIN</b> WEB <b>ORIGINAL CLAIM ID</b> <b>VIN</b> 5NHTRDU19SD210599 <b>CHASSIS VIN</b> <b>DOM</b> 08/22/2024 <b>MILEAGE</b> 0 <b>SITE/WAREHOUSE</b> 091//091B <b>ITEM #</b> NBT19.4-91 <b>DEALER RO #</b> 26989 <b>CLAIM START DATE</b> 5/5/2026 <b>CLAIM END DATE</b>  <b>RETAIL DATE OF PURCHASE</b> 7/8/2025 <b>WARRANTY EXPIRATION DATE</b> 7/8/2026
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**Claim Line Details**

**Labor**

<b>Line# 1</b>	<b>Operation Code</b>	<b>Operational Description</b>
	10-1-01-00-000047	Axle Dust, Grease, or Bearing Cap Frame & Chassis/Axles, Suspension/Replace/No Tread Code

**Complaint, Cause, Correction**

Original Note :  
 ashlee@dealer-advisors.com, 2026-05-05 15:31:54 :: Complaint: Bearings popping off when driving  
 Cause: Dust cap and black hub center cap is damaged from coming off/loose during travel on both sides of the unit  
 Correction: Replace both dust caps and black center hubs, labor for both sides

<b>Model # 1</b>	<b>Submitted Hrs</b> 2.00	<b>Submitted Labor</b> \$350.00
<b>Serial # 1</b>	<b>Approved Hrs</b> 0.00	<b>Approved Labor</b> \$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



thread::ewosuwh\_et-NunUtp6XPx8::

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

Fri, May 8, 2026 at 12:48 PM

Requested picture added.

Thank you,  
Ashlee

[Quoted text hidden]

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

Fri, May 8, 2026 at 12:55 PM

Please see attached



RV

Jacqueline Herrera

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

**WARRANTY REPRESENTATIVE**

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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

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

Fri, May 8, 2026 at 12:58 PM

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,

Stacy E.  
Lippert Customer Care Representative  
432-Lippert

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