

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Paid
MYERS RV CENTER INC		CLAIM	2638296
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	5ZT2TRTB6TB526335
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	048 / 048B
OWNER INFORMATION		ITEM #	TRT275BH
WARREN GOODE		DEALER RO #	73167-1
23 OVERLOOK LN		CLAIM START DATE	04/10/2026
Carlsbad, NM 88220		CLAIM END DATE	04/27/2026
USA			
Retail Date of Purchase	04/16/2026	WARRANTY EXPIRATION DATE	04/16/2027

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	70-727-01-11-000227	Controller - Appliances/Furnace (Furrion)/Replace/Electrical		
	Complaint, Cause, Correction			
	Original Note : stephanie@dealer-advisors.com, 2026-04-10 14:28:31 :: Complaint: No 12 V out to the thermostat			
	Cause: Issue was caused by the AC control board, has 12V and ground in. Pulled t-stat from wall, check for voltage, no voltage found. Pulled the return air grill off the ceiling assy and tested the connections for the thermostat and there was no power there. Contacted Lippert and was told that as long as there is 12V into the controller and nothing out the controller is bad and will need to be replaced. Correction: Replace controller - remove ceiling assy and wire all the 12V connections and 120V connections. Rewire the new one, plug everything in and test function			
Model#	FACC10ESSA2-BL	Dlr Sub Hrs	1.00	Sub Labor Amt \$190.00
Serial#	10001996033042520618	Appr Hrs	0.50	Appr Labor Amt \$95.00

Notes

Need the email chain and case number provided by Lippert for this replacement.
I emailed it over to you.
Authed. .50 labor.
VCB .50 LCI

From: EmailToCase <customerservice@lci1.com>
Sent: Monday, April 13, 2026 6:38 AM
To: b.parrott@myersrv.com
Subject: RE: FW: Furrion AC No Power to Tstat Case #: 6688396
thread::fCoox5mudUS1d9bsAmcTOh8::

Hello

Case:6688396

Vin:TB526335

I can pre-approve up to 0.5 for labor. This is pre-auth for the R&R of FACC10ESSA2-BL-AM, part number 2024042653. If a different part is requested, authorization from Lippert will be required. To order this item you may access the dealer portal at <https://id.lippert.com/myLCI/s/login/> or reach out to 432-LIPPERT (432-547-7378) to reach the Appliances and Entertainment parts department. You will need your Lippert account # to place the order.

To file for labor reimbursement, please submit your workorder and complete the attached documentation, and submit a picture of the complete serial number tag to dealerclaims@lci1.com.

Note: Your coach information will need to satisfy the conditions for Warranty credit.

Lippert does not cover mobile service fees. Lippert does not need this product back.

If your OEM requires claims to be filed directly with them, please provide the above case number and this email as preauthorization for the claim.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

A link to the claim form can be found below:
https://lci-support-doc.s3.amazonaws.com/service_forms/ccd-0004000.pdf

To ensure a swift resolution to your case, please reply directly to this email. Forwarding this email or starting a new email may cause unexpected delays in correspondence. Lippert does not pay for Mobile service or trip fees.

Thank you,

Thomas S.
Care Center Customer Service Representative
P: 432-LIPPERT
F: 574-537-7161
E: customerservice@lci1.com

Email chain in files
According to the flat rate code, Dealers must return this part - CONTROLLER - to Forest River. Please use the "Create UPS Label" button to create the pre-paid return label. Once created, Forest River will see the tracking number so it is not necessary to provide it. Dealers have 14 days from the date the claim was submitted for payment to return the part. If it's not received within that time period, we will deny the labor and parts lines according to The Forest River Way guidelines.
CHANGED TO a more suitable code
Thanks.
According to the flat rate code, Dealers must return this part - CONTROLLER - to Forest River. Please use the "Create UPS Label" button to create the pre-paid return label. Once created, Forest River will see the tracking number so it is not necessary to provide it. Dealers have 14 days from the date the claim was submitted for payment to return the part. If it's not received within that time period, we will deny the labor and parts lines according to The Forest River Way guidelines.
Got it, thanks.
1Z2182179097472856

Part					
Line#	1				
	Item #	Description			
	USERPART	2024042653 Furrion Chill Single Zone Controller			
	Model #	Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$92.05	Sub Freight
	Appr Qty	1.00	Appr Dlr Price	\$92.05	Appr Freight
					0000412005
					\$37.80
					\$37.80
	Notes				

Submitted			Approved		
Labor Amt	\$190.00		Labor Amt	\$95.00	
Parts & Freight	\$129.85		Parts & Freight	\$129.85	
Total	\$319.85		Total	\$224.85	

DEALER _____ DATE _____
SIGNATURE _____
I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER _____ DATE _____
SIGNATURE _____
All repairs described have been inspected and are satisfactory.