

Re: Pre-auth for part replacement [thread::Go182iskevisAkGXGi3TNh8::]

1 message

EmailToCase <customerservice@lci1.com>

Thu, May 28, 2026 at 10:14 AM

To: "stephanie@dealer-advisors.com" <stephanie@dealer-advisors.com>

Cc: "c.mcclenin@myersrv.com" <c.mcclenin@myersrv.com>, "service@myersrv.com" <service@myersrv.com>

Hello, Stephanie

I will authorize 4 hours of labor for the schwintek replacement.

This is 3 hours for the replacement and 1 hour for our request of obtaining the required photos.

If you need the parts from us, you can contact our parts department at 574-537-8900. You'll choose prompt 1, then prompt 3. You can use stock parts or purchase from local vendor if that is easier.

Please completely fill out both pages of the attached warranty form once all services have been completed. Then reply back to this email along with your repair order.

Thank you for reaching out to the Lippert Care Center.
Case number 6731248.

Thank you,

Teesha G.
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](mailto>Returnsdepartment@lci1.com)
For all other support, connect with us through our [Contact Us](#) page.

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

From: Stephanie Kendziorski [stephanie@dealer-advisors.com]

Sent: 5/26/2026 10:25 AM

To: customerservice@lci1.com

Cc: service@myersrv.com; c.mcclenin@myersrv.com

Subject: Re: Pre-auth for part replacement [thread::Go182iskevisAkGXGi3TNh8::]

Hi Teesha,

Just checking in on this one. As previously mentioned, our technician called and was advised that the document I sent you would be all that was needed to get this approved. I have not heard anything, so I just want to check the status of it.

Thank you,
Stephanie



On Wed, May 20, 2026 at 4:06?PM Stephanie Kendziorski <stephanie@dealer-advisors.com> wrote:

Hi Teesha,

Our tech, Chris, called yesterday and was advised that the following attachment would be all that was needed.

If you need anything additional, can you please "reply all" to this email thread?

Thank you,
Stephanie



On Fri, May 15, 2026 at 12:48?PM EmailToCase <customerservice@lci1.com> wrote:

Hello, Stephanie

Thank you for your response. Please have the dealer remove the motors and manually extend the slide, as this information is required for approval consideration.

We look forward to your update.

Thank you,

Teesha G.
Lippert Customer Care Representative
432-Lippert
www.lippert.com.

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

From: Stephanie Kendziorski [stephanie@dealer-advisors.com]
Sent: 5/13/2026 1:59 PM
To: customerservice@lci1.com; service@myersrv.com
Subject: Re: Pre-auth for part replacement [thread::Go182iskevisAkGXGi3TNh8::]

Good afternoon, Teesha.

I have the answers to some of the questions, but for some of them, we aren't able to get the measurements due to the length of time it would take.

1. The original replacement was due to the slide not closing all the way and it not going out straight. We found that the upper bearing block had sheared from the H column causing damage to the rail and gears. The entire Schwintek system was replaced.
2. Parallel measurements will not be accurate, slide would be out.
3. No, the floor rollers do not move freely by hand.
4. Yes, the V rollers do move freely by hand.
5. and 6. - these measurements are not able to be gotten without removing completely, and would take 12-13 hours to do that.

Customer is starting to get frustrated, as the unit as been in the shop for this concern for awhile.

Please let me know if there is anything else you need.

Thank you,
Stephanie

On Wed, May 6, 2026 at 4:21?PM EmailToCase <customerservice@lci1.com> wrote:
Good afternoon, Stephanie

Thank you for providing the information. I do have a few additional questions, if you don't mind:

- What was the reason the system was originally replaced?
- Could you please provide the **parallel measurements**?
- Do the **floor rollers** move freely by hand?
- Do the **V?rollers** move freely by hand?
- Please provide the measurement of the **slide box from right to left**.
- Additionally, please provide the measurement of the **slide opening (cutout) from left to right**.

We look forward to hearing back from you and appreciate your assistance as we continue reviewing this concern.

Thank you,

Teesha G.
Lippert Customer Care Representative
432-Lippert
www.lippert.com.

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

From: Stephanie Kendziorski [stephanie@dealer-advisors.com]
Sent: 5/6/2026 1:48 PM
To: customerservice@lci1.com
Subject: Re: Pre-auth for part replacement [thread::Go182iskevisAkGXGi3TNh8::]

Teesha,

Here are the pictures.



Virus-free. www.avast.com

On Wed, Apr 29, 2026 at 9:44?AM EmailToCase <customerservice@lci1.com> wrote:
Hello, Stephanie

Thank you for reaching out.

Could you please provide tolerance measurement photos for review? Please ensure the photos are taken straight on (not at an angle) and that all measurements are clearly legible. A total of eight measurements will be required.

Measurements should be taken from the slide wall to the edge of the column at each rack location, with photos captured at the following positions:

- 3 inches extended
- Fully extended

We appreciate your assistance and look forward to your response.

[ccd-0004214.pdf](#)

Thank you,

Teesha G.
Lippert Customer Care Representative
432-Lippert
www.lippert.com.

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

From: Stephanie Kendziorski [stephanie@dealer-advisors.com]
Sent: 4/27/2026 11:45 AM
To: customerservice@lci1.com
Subject: Pre-auth for part replacement

Good morning,

I am requesting an authorization to replace the Schwintek assembly on a 2022 Winnebago. Customer replaced assembly back in May of 2025. Assembly has failed again. I have attached the original work order that it was replaced on, the current work order that we are seeking authorization for and the photos. We are looking for 6 hours of labor to replace the assembly due to shoes failing on rear top bearing block and causing track detachment and damage to H column.

Please let me know if there is anything else I can get you.

Thank you,

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Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com



Virus-free. www.avast.com

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thread::Go182iskevisAkGXGI3TNh8::

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Stephanie Kendziorski
Administrative Director
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iClaims? Services
www.iclaimsservices.com

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