



Ashlee Olsen <ashlee@dealer-advisors.com>

RE: Air conditioner [thread::HsydgiMdea6RYQdlybFyKx8::]

1 message

EmailToCase <customerservice@lci1.com>

Wed, Mar 25, 2026 at 9:07 AM

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

Hello

Case:6646916

Vin:

I can pre-approve up to **2.0** for labor. This is pre-auth for the R&R of FACR18VSDA-PS-AM, part number **2024039645**. 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/myLCl/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

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

From: Ashlee Olsen [ashlee@dealer-advisors.com]

Sent: 3/24/2026 5:19 PM

To: warranty@furrion.com

Subject: Air conditioner

Good afternoon,

We have an air conditioner that needs replaced:

Complaint: Customer purchased AC March of 2026, upon install the AC failed to operate

Cause: During first initial test after install, fan started to speed up and tech heard a ticking noise and as he turned ac off to inspect the noise, there was a bang noise and the AC suddenly stopped. Tech turned the breaker off and removed the should up top to inspect the AC, and found an insulation blanket wrapped around the condenser fan, which was now

missing a blade and the condenser coil now has a large dent in it. The insulation blanket was pulled out and the missing fan blade was located in the right rear of the unit.

Correction: Remove and replace AC and test

Labor and diag: 2.5

I've attached pictures and the diag sheet, but if you need anything further, please let me know!

Thank you,

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

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.

thread::HsydgiMdea6RYQdIlybFyKx8::