
RE: Case#6622430 [thread::Q5VtVs7IfKKjvpv4aVQwnB8::]

3 messages

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

Fri, Mar 20, 2026 at 10:04 AM

Hello Ashley,
Case 6622430

Thank you for contacting Lippert customer support. I will need to collect some additional information to determine the next step in the case. Please reply to this email with the information requested below.

- Photo of model/serial tag of the refrigerator:

Once that information is received, we can review it and determine the next step. Please let us know if you have any questions.

Thank you,
Chrystina D.
Care Center Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

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

From: Ashlee Olsen [ashlee@dealer-advisors.com]
Sent: 3/19/2026 3:36 PM
To: customerservice@lci1.com
Subject: Case#6622430

Good afternoon,

We are needing preauthorization to replace the refrigerator control board.

Complaint: Refrigerator is blinking 2-case # 6622430-this is the original owner
Cause: Tech spoke with LCI and the fridge blinking 2 proves faulty control board
Correction: Replace the control board and dia

Labor 1.5

Please let me know if you need anything further.

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::Q5VtVs7IfKKjpv4aVQwnB8::

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

Fri, Mar 20, 2026 at 4:41 PM

Hello,

Requested pictures are attached, please let me know if you need anything further.

Thank you,
Ashlee

[Quoted text hidden]

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[Quoted text hidden]

3 attachments



line 1 (2.jpg)
244K



line 1 (3.jpg)
506K



line 1.jpg
232K

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

Mon, Mar 23, 2026 at 7:35 AM

Hello

Case:6622430

Vin:TC223982

I can pre-approve up to **1.7** for labor. This is pre-auth for the R&R of Main PCB and Freezer Fan Assembly, part numbers **2024017871** and **2024017875**. 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

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

From: Ashlee Olsen [ashlee@dealer-advisors.com]
Sent: 3/20/2026 6:41 PM
To: customerservice@lci1.com
Subject: Re: Case#6622430 [thread::Q5VtVs7IfKKjvpv4aVQwnB8::]

Hello,

Requested pictures are attached, please let me know if you need anything further.

Thank you,
Ashlee

[Quoted text hidden]