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**RE: Furrion Refrigerator [ thread::uhNqclKEc3moXIOFydsBSR8:: ]**

3 messages

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**Furrion Warranty** <warranty@furrion.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Tue, May 12, 2026 at 2:15 PM

Good day, Ashlee,

Thank you for contacting Lippert Customer Care Center. Can you please perform these troubleshooting steps and advise of the outcome?

Testing defrost function:

-Defrost sensor. Check the ohms after 2 minutes in ice water and again after 2 minutes in your closed hand. Post the ohms for both.

-Defrost heater coil. Check the ohms on the defroster coil. To do this unplug the defrost coil and probe the wires, we should see a dead short or less than 120 ohms.

Testing airflow function:

-Door seals. Take a piece of paper/dollar bill and close between the door seal and the face of the refer/door sealing surface. We should feel some drag the entire way around. Please note if there are any loose spots/gaps. Additionally place a flashlight in the fridge section and close the door. Take pictures of any light peeking through. Repeat with the freezer.

-Freezer fan failure. If the freezer fan is not spinning, the fridge will not get to proper temp causing the compressor to run longer than expected. This can be bench tested by removing the fan from the freezer and powering the red (positive) and black (ground) wires with a separate 12v battery. Leave the 3rd wire floating/not hooked up.

-Dependent on fridge model, there can be a divider between the fridge and freezer sections. If manually controllable, open the duct a bit more than it currently is. (If not fully opened already) If electronic/not user controllable remove the refer duct assembly and verify that the duct is open when the fridge is not at proper temp.

thread::uhNqclKEc3moXIOFydsBSR8::

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**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: Furrion Warranty <warranty@furrion.com>

Fri, May 15, 2026 at 2:53 PM

Good afternoon,

I am attaching requested photo's to this email, our tech Jayson spoke with Dave at LCI case # 6781862, this refrigerator needs to be replaced.

[Quoted text hidden]

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Ashlee Olsen  
Warranty Administrator  
iClaims Services

**8 attachments**



**LINE 1 REQUESTED -4.jpg**  
113K



**LINE 1 REQUESTED -5.jpg**  
163K



**LINE 1 REQUESTED -3.jpg**  
154K



**LINE 1 REQUESTED -6.jpg**  
157K



**LINE 1 REQUESTED -2.jpg**  
172K



**line 1 serial number tag.jpg**  
843K



**line 1.jpg**  
267K



**LINE 1 REQUESTED.jpg**  
161K

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**Furrion Warranty** <warranty@furrion.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Mon, May 18, 2026 at 6:34 AM

Hello Ashlee Olsen,

Case:6773552

Vin:RS232718

**I can pre-approve up to 0.70 for labor. This is pre-auth for the R&R of MAIN PCB, part number 2025014800.** If a different part is requested, authorization from Lippert will be required. To order this item you may access the Account Center at 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 part and labor reimbursement, please submit your workorder or complete form CS-028 found at this link: ccd-

0004000.pdf

**Submit claim documents to dealerclaims@lci1.com.**

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

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.

Please reply directly to this email to ensure you get a timely response.

Thank you,  
Anthony M.  
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:** 5/15/2026 4:53 PM

**To:** warranty@furrion.com

**Subject:** Re: Furrion Refrigerator [ thread::uhNqclKEc3moXIOFydsBSR8:: ]

Good afternoon,

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On Tue, May 12, 2026 at 2:15?PM Furrion Warranty <warranty@furrion.com> wrote:

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Ashlee Olsen  
Warranty Administrator  
iClaims Services  
icclaimsservices.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.