



Ashlee Olsen <ashlee@dealer-advisors.com>

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**RE: Preauth [ thread::9rLB-d-icEOE8OZR849XYB8:: ]**

7 messages

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

Fri, May 8, 2026 at 1:12 PM

Good afternoon, Ashlee,

Thank you for reaching out in regard to case # 6763216, VIN: # LK065649.

Is this a part warranty? If so, we will need the invoice from when the motor was replaced.

This unit is out of warranty.

If you have any questions or concerns, please feel free to reply to this email or give us a call at 432-547-7378. Our customer service agents are available and ready to assist you Monday through Friday, from 8:00 AM to 5:30 PM Eastern Time.

Please reference your Lippert Case # to always assist you best.

Warm Regards,  
Gloria O.  
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  
For all other support, connect with us through our Contact Us page.

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 5/7/2026 5:29 PM  
**To:** customerservice@lci1.com  
**Subject:** Preauth

Good afternoon,

We are seeking preauth to replace slide motor

Complaint: Customer said the slide will only go in and out a few inches  
Cause: Slide almost out and the controller is flashing a short to ground code  
Correction: Replace slide motor

I have attached necessary documentation here, 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::9rLB-d-icEOE8OZR849XYB8::

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

Fri, May 8, 2026 at 2:38 PM

Good afternoon,

Yes, this is a part warranty. I will attach WO with part purchase on it when the customer had it installed. This has the in and out date verifying it was done within the warranty period.

Thank you,  
Ashlee

[Quoted text hidden]

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[Quoted text hidden]

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 **WO WITH PART PURCHASE ON IT.pdf**  
502K

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

Mon, May 11, 2026 at 1:04 PM

Hello Ashlee,

For case 6763216 with VIN ending with LK065649, the motor that is faulty when was it replaced? On the work order provided do you have the date that the motor was installed? I am not seeing an actual date on it. Along with that do you have the invoice from this repair showing that the work was paid for?

Thank you,

Nick F.  
Lippert Customer Care Representative  
432-Lippert  
www.lippert.com.

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 5/8/2026 4:38 PM  
**To:** customerservice@lci1.com  
**Subject:** Re: Preauth [ thread::9rLB-d-icEOE8OZR849XYB8:: ]

Good afternoon,

Yes, this is a part warranty. I will attach WO with part purchase on it when the customer had it installed. This has the in and out date verifying it was done within the warranty period.

Thank you,  
Ashlee

[Quoted text hidden]

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

Tue, May 12, 2026 at 10:19 AM

Hello, the requested invoices are attached. Please let me know if you need anything further.

Thank you,  
Ashlee


On Fri, May 8, 2026 at 1:12 PM EmailToCase <customerservice@lci1.com> wrote:  
[Quoted text hidden]

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[Quoted text hidden]

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## 2 attachments

 **line 1 paid invoice on part from customer.pdf**  
159K

 **proof of when the job was paid.pdf**  
162K

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

Thu, May 14, 2026 at 11:53 AM

Hi Ashlee,

Thanks for getting back to us.

The slide motor was replaced May 12, 2026 and has already failed? Has the motor been replaced previous to May 2026?

Let us know if you have any questions.

\*Reference Case Number 6763216 - VIN: LK065649

\*\*Our new Care Center hours are 8:00am-5:30pm EST, Monday - Friday\*\*

Aarika A.  
Lippert Customer Care Representative  
432-Lippert  
www.lippert.com.

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For all other support, connect with us through our Contact Us page.

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 5/12/2026 12:19 PM  
**To:** customerservice@lci1.com  
**Subject:** Re: Preauth [ thread::9rLB-d-icEOE8OZR849XYB8:: ]

Hello, the requested invoices are attached. Please let me know if you need anything further.

Thank you,  
Ashlee

[Quoted text hidden]

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**Ashlee Olsen** <ashlee@dealer-advisors.com>

Thu, May 14, 2026 at 1:49 PM

To: EmailToCase <customerservice@lci1.com>

Hi Aarika,

Paid dates on invoices are May 3, 2025. Reprint for proof being requested is May 12,2026.

[Quoted text hidden]

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**2 attachments**

 **proof of when the job was paid -UPDATED.pdf**  
167K

 **line 1 paid invoice on part from customer -UPDATED.pdf**  
163K

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

Mon, May 18, 2026 at 8:10 AM

Hello Ashlee,

I had called earlier and left a voicemail. There is no need to call back, as I misread the invoice. Lippert will authorize the replacement of the motor with 1 hour labor. This will be pending part return and testing. I am attaching the part return form and warranty claim form.

CASE 6763216 VIN LK065649

Thank you,

Nick F.  
Lippert Customer Care Representative  
432-Lippert  
www.lippert.com.

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For Return Requests, please email: Returnsdepartment@lci1.com  
For all other support, connect with us through our Contact Us page.

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 5/14/2026 3:49 PM  
**To:** customerservice@lci1.com  
**Subject:** Re: Preauth [ thread::9rLB-d-icEOE8OZR849XYB8:: ]

Hi Aarika,

Paid dates on invoices are May 3, 2025. Reprint for proof being requested is May 12,2026.

[Quoted text hidden]

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**2 attachments**

 **Parts Return Form.pdf**  
650K

 **WarrantyClaimForm.pdf**  
669K