

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 2645608 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2CKEC7SY034972 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 095 / 095A ITEM # CKT16EV-95 DEALER RO # 79588 CLAIM START DATE 04/17/2026 CLAIM END DATE 01/01/1900
Labor rate: \$195.00 OWNER INFORMATION ERIC J JORGENSEN 510 LEWIS AVE Evansville, IN 47714 USA	Retail Date of Purchase 05/08/2025 WARRANTY EXPIRATION DATE 05/08/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-656-01-11-003979	Furrion AC - complete - Appliances/Roof AC (Furrion)/Replace/Electrical
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2026-04-17 10:17:31 :: A/C KEEPS FREEZING UP. CUSTOMER IS RUNNING FAN ON HIGH WHEN THIS HAPPENS. IT WILL COOL FOR A SHORT TIME, BUT THEN IT FREEZES UP AND STOPS COOLING. Ac freezing up Brought unit in. Plugged into shore power and turned on ac to hig fan and cool. Placed thermometer in to read temp. Ac reached vlose to 60 degrees Fahrenheit. Let run to see if ac freezes up. Picture taken of outside temp. Ac does freeze up. Picture taken. Warranty sheet filled out for replacement ac		
Model#	NAFACR13HESA-PS	Dir Sub Hrs 2.00 Sub Labor Amt \$390.00
Serial#	10001802939052410107	Appr Hrs 2.80 Appr Labor Amt \$546.00

Notes

sent to vender thank you

Case #6710161 regarding 2645608 : 5ZT2CKEC7SY034972 - BASDEN RV CENTER INC

Thank you for contacting the Lippert Customer Care Center. Case #6710161 has been created in response to your submission.

Whether you're reaching us to order parts, request technical assistance or receive general customer service, we will be in touch with you within the next 24 hours. Additional resources are also available online at support.lci1.com.

Looking for prior authorization? Why wait?! Check out our flat rate manual below to see the allowed repair time and details about required photos or parts. All at your fingertips any time of the day!

Lippert Flat Rate Chart

Please reply to this email if you have additional information regarding your request.

For our Dealer and Reseller customers , to see status of your support case please be sure to visit our Business Account Center.

Lippert Business Account Center: Login (lippert.com)

• If you have any questions regarding the Business Account Center, please email customerservice@lci1.com with ATTN: Accounts/Community in the subject line or call 432-LIPPERT (432-547-7378) and ask to speak to Accounts/Community

Thank you,
Lippert Customer Care

Hello Knitta,
Case 6710161
VIN 5ZT2CKEC7SY034972

Thank you for sharing the details of the customer's situation. We appreciate your efforts in providing this information. We can provide the authorization below. Please note that the original Rooftop AC is no longer available and the replacement will not work with the previous components.

As a resolution to this case, we are approving up to 2.8 for labor.

This serves as prior authorization for the removal and replacement of the the Following

Rooftop AC - 2023137137
AC Control Box - 2024031588
ADB - 2024031590

This pre-authorization is for informational purposes only and will not result in Lippert automatically issuing the replacement. Lippert will defer to the RV Manufacturer for next steps regarding replacement and claims filing.

This product is not required to be returned for testing. Note: Your coach information will need to satisfy the conditions for Warranty credit.

Mobile service fees are not covered under the Lippert warranty for this product.

If you have any additional questions or need further assistance regarding this case, please feel free to reply to this email thread. We are happy to help.

We appreciate your business!

Thank you,

Chris S.
Lippert Customer Care
Care Center Customer Service Representative
Phone: 432 LIPPERT - (432) 547-7378
Fax: 574-537-7161
Email: warranty@furrion.com

Submitted	Labor Amt	\$390.00
	Parts & Freight	\$0.00
	Total	\$390.00

Approved	Labor Amt	\$546.00
	Parts & Freight	\$0.00
	Total	\$546.00

DEALER	DATE
SIGNATURE	

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER	DATE
SIGNATURE	

All repairs described have been inspected and are satisfactory.