



Ashlee Olsen <ashlee@dealer-advisors.com>

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**RE: 2653753 : 5ZT3CH2B1RA331015 [ thread::IFEEg6S3dTCIzKMnsisSax8:: ]**

3 messages

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**Furrion Warranty** <warranty@furrion.com>

Mon, Apr 27, 2026 at 7:06 AM

To: "jfriend@forestriverinc.com" <jfriend@forestriverinc.com>

Cc: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>, "jfriend@forestriverinc.com" <jfriend@forestriverinc.com>

Hello Jennifer,

Case 6727512  
VIN 5ZT3CH2B1RA331015

Thank you for sharing the details of the customer's situation. We appreciate your efforts in providing this information.

To proceed with your request as a one-time customer courtesy we will give pre-auth prior to the serial number. If it is found that the serial number has already been used in a prior case AND if we do not get a photo of the serial number with the claim, this pre-auth will be void and the claim will be denied.

As a resolution to this case, we are approving up to .7 for labor.

This serves as prior authorization for the removal and replacement of the MAIN CONTROL BOARD-2022006595 : C-FWH09AFA-002.

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,

Jackie J.  
Care Center Customer Service Representative  
P: 432-LIPPERT | f: 537.534.7161  
E: warranty@furrion.com  
Lippert

**\*\*Care Center hours are from 8:00am to 5:30pm EST\*\***

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

**From:** Jennifer Friend [jfriend@forestriverinc.com]

**Sent:** 4/24/2026 2:15 PM  
**To:** warranty@furrion.com  
**Cc:** jfriend@forestriverinc.com; ashlee@dealer-advisors.com  
**Subject:** 2653753 : 5ZT3CH2B1RA331015

Complaint: Customer called and stated his tankless water heater is throwing a E5 code. At drop off, he stated the fan is not spinning on the water heater.

Cause: Water heater boars smells burnt and melted spot on board next to fan plug

Correction: Replace board

Vin number 5ZT3CH2B1RA331015

DOM 10/26/23

DOP 8/16/25

Dealer information

TRI AM RV CENTER OF EAST TN

1202 IDELL ROAD (I-81 EXIT 23)

BULLS GAP, TN 37711

USA



**JENNIFER FRIEND**  
WARRANTY REPRESENTATIVE

jfriend@forestriverinc.com  
office: (574) 825-8511



thread::IFEEg6S3dTCIzKMnsisSax8::

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

Thu, Apr 30, 2026 at 12:56 PM

Good afternoon,

Can you please verify the serial number has not been used? We do not want this to be denied and we did not sell the unit, so we are unsure if this has been done before.

Thank you,  
Ashlee

[Quoted text hidden]

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



line 1 ser number.jpg  
64K

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

Thu, Apr 30, 2026 at 1:29 PM

Hello Jennifer,

case 6727512  
Vin 5ZT3CH2B1RA331015

Thank you for providing the requested data tag. I have updated the case and removed the "pending serial #" stipulation. Please proceed with the authorization below. The serial number has not been used on any other unit.

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,

Jackie J.  
Care Center Customer Service Representative  
P: 432-LIPPERT | f: 537.534.7161  
E: warranty@furrion.com  
Lippert

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 4/30/2026 2:56 PM  
**To:** warranty@furrion.com  
**Cc:** jfriend@forestriverinc.com  
**Subject:** Re: 2653753 : 5ZT3CH2B1RA331015 [ thread::IFEEg6S3dTClzKMnsisSax8:: ]

Good afternoon,

Can you please verify the serial number has not been used? We do not want this to be denied and we did not sell the unit, so we are unsure if this has been done before.

Thank you,  
Ashlee

[Quoted text hidden]

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