



Stephanie Kendziorski <stephanie@dealer-advisors.com>

Re: Furrion Refer claim B939684 2688632 [thread::X2tYr4UCdhmUHTDpTuLBoR8::]

1 message

Furrion Warranty <warranty@furrion.com>

Thu, May 28, 2026 at 4:08 PM

To: "stephanie@dealer-advisors.com" <stephanie@dealer-advisors.com>

Cc: "rfisher@forestriverinc.com" <rfisher@forestriverinc.com>, "cfendt@forestriverinc.com" <cfendt@forestriverinc.com>, "bmeeks@forestriverinc.com" <bmeeks@forestriverinc.com>, "dplank@forestriverinc.com" <dplank@forestriverinc.com>, "akemper@forestriverinc.com" <akemper@forestriverinc.com>

Hello Stephanie,

Case 6813406
VIN 5ZT2AVECXS939684

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

As a resolution to this case, we are approving up to 1.50 for labor.

This serves as prior authorization for the removal and replacement of the Fridge FCR10DCGFA-BG / 2023009192.

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,
Makala R.
Care Center Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

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

From: Stephanie Kendziorski [stephanie@dealer-advisors.com]

Sent: 5/28/2026 1:10 PM

To: warranty@furrion.com

Cc: rfisher@forestriverinc.com; dplank@forestriverinc.com; cfendt@forestriverinc.com; akemper@forestriverinc.com; bmeeks@forestriverinc.com

Subject: Re: Furrion Refer claim B939684 2688632 [thread::X2tYr4UCdhmUHTDpTuLBoR8::]

We did the hard reset and let cool overnight. The fan is operating. The same cooling issues occur



Virus-free. www.avast.com

On Wed, May 27, 2026 at 1:50?PM Furrion Warranty <warranty@furrion.com> wrote:

Hello Chris,

Case 6813406
VIN 5ZT2AVECXS939684

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

Before we can proceed further, we will need some additional information. Can you please let us know if the freezer fan is running. We will also need them to perform a "hard reset", please be sure this is done by removing the unit from shore power and disconnecting the battery in the RV. Let sit for 5-10 mins and restore power. See if unit starts back up and cools normally.

Once we have this information, we can proceed with warranty consideration.

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: Chris Fendt [cfendt@forestriverinc.com]

Sent: 5/27/2026 11:43 AM

To: warranty@furrion.com; stephanie@dealer-advisors.com

Cc: rfisher@forestriverinc.com; dplank@forestriverinc.com; akemper@forestriverinc.com; bmeeks@forestriverinc.com

Subject: Furrion Refer claim B939684 2688632

The Forest River First Stop Warranty program requests that Vendors review and respond to our email for authorization within 48 hours. If we do not receive a response within 48 hours, we will do what we need to do to take care of the Dealer and Customer and submit a charge back to your company.

Please ship parts, if possible, directly to the dealer and please provide us with the part number you are shipping.

Dear Vendor,

The following is being requested for authorization:

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0008794	CLAIM STATUS	Pre-Auth
MYERS RV CENTER INC		CLAIM	2688632
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	5ZT2AVECXSB939684
LABOR RATE: \$190.00		CHASSIS VIN	
		DOM	01/09/2025
OWNER INFORMATION		MILEAGE	0
DEWEY HOCKETT		SITE/WAREHOUSE	050//050
PO BOX 35		ITEM #	AVT16BH-50
Springer, NM 87747		DEALER RO #	73353
USA		CLAIM START DATE	5/27/2026
		CLAIM END DATE	
512-203-0518			
RETAIL DATE OF PURCHASE	6/27/2025	WARRANTY EXPIRATION DATE	6/27/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	70-469-01-11-003315	Furrion Refrigerator - complete Appliances/Refrigerator (Furrion)/Replace/Electrical

Complaint, Cause, Correction

Original Note :
stephanie@dealer-advisors.com, 2026-05-27 09:48:54 :: Complaint: Customer states refrigerator will not get below 50 degrees with food or drinks inside. It said 40 degrees when when you add groceries, then it would be 53-63 degrees.
Cause: Tested refrigerator per test sheet. Refrigerator is defective.
Correction: Replace refer.

Model # FCR10DCGFA-BG	Submitted Hrs 2.00	Submitted Labor \$380.00
Serial # 00018650382410110048	Approved Hrs 0.00	Approved Labor \$0.00

Notes

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-932e4004-3829-4c83-9829-51ae7f1094f5.jpg](#)
[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-93896a39-da1b-49c9-a313-3cc2eea80427.pdf](#)



CHRIS FENDT
PRIME TIME WARRANTY

CARDINAL/WILDCAT

AR, LA, NM, OK, TX

cfendt@forestriverinc.com
office: (574) 367-3267

200 N SR 19 Bldg # 2
Wakarusa, IN 46573



*** OUR HOURS OF OPERATION ARE NOW 8 A.M.- 4 P.M. EST ***

VIN Recall Search: <http://www.forestriverinc.com/RecallSearch.aspx>

Helpful How To Videos: <http://www.forestriverinc.com/videos.aspx>

Click for Territory map:

[New Map 04-02-26.png](#)

thread::X2tYr4UCdhmUHTDpTuLBoR8::

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Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com

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