



Ashlee Olsen <ashlee@dealer-advisors.com>

RE: Requesting Authorization for 2700388 : 4X4TRLL20SZ195673 - TRI AM RV CENTER OF EAST TN [thread::GrAxVHKpdr-l4YqlqphKDx8::]

5 messages

EmailToCase <customerservice@lci1.com>

Wed, Jun 17, 2026 at 7:20 AM

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

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

Good afternoon!

Thank you for contacting Lippert. We need to verify the Unity board. Put the RV on **battery power only** then remove the Awning wires from the Unity and test the following.

- What is the voltage at the Unity X270D for BATT 1 & BATT 2? (two readings at the Unity board)
- What is the voltage while pressing Extend at the 15amp REV Extend PINs where the Awning is wired to?
- What is the voltage while pressing Retract at the 15amp REV Retract PINs where the Awning is wired to?

Do the Unity's BAT1 and BAT2 wires each have a 30amp in-line fuse OR wired to a 30amp fuse at the breaker/short stop?

Can you provide an image of the Unity board's Serial Number? It's located on the side edge of the Unity.

****Reference Case Number 6873648****

Thank you,

Bill T

OneControl Customer Service Representative

ph:432-LIPPERT, fax 537-534-7161

Email: customerservice@lci1.com

Lippert

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

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

From: Rockwood & Flagstaff Claims [rockwoodflagstaffauths@forestriverinc.com]

Sent: 6/16/2026 3:24 PM

To: customerservice@lci1.com

Cc: ashlee@dealer-advisors.com

Subject: Requesting Authorization for 2700388 : 4X4TRLL20SZ195673 - TRI AM RV CENTER OF EAST TN

Hello and Good Day,

The following is being requested: Unity board

DOM: 11/25/2024

DOP: 9/17/2025

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0049080	CLAIM STATUS	Needs review
TRI AM RV CENTER OF EAST TN		CLAIM	2700388
		CLAIM ORIGIN	WEB
1202 IDELL ROAD (I-81 EXIT 23) BULLS GAP, TN 37711 USA		ORIGINAL CLAIM ID	
		VIN	4X4TRLL20SZ195673
		CHASSIS VIN	
LABOR RATE: \$175.00		DOM	11/19/2024
OWNER INFORMATION		MILEAGE	0
JACOB WORKMAN		SITE/WAREHOUSE	010//010D
288 EAGLE DR Mooresburg, TN 37811 USA		ITEM #	RLT2908RL
		DEALER RO #	27176
		CLAIM START DATE	6/5/2026
		CLAIM END DATE	
423-259-0573			
RETAIL DATE OF PURCHASE	9/17/2025	WARRANTY EXPIRATION DATE	9/17/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	40-120-01-11-003646	One Control Unity X1 Board Electrical/Wireless Remote Control System (Lippert)/Replace/Electrical
Complaint, Cause, Correction		
Original Note :		
ashlee@dealer-advisors.com, 2026-06-05 11:02:34 :: Complaint: Customer states awning will not retract by itself		
Cause: Confirmed power is coming in but no power comes out, unity board is bad. Tech has attached a photo of the tag on the awning arm. Tech stated until the board is replaced to get the tag on the fabric, it could cause more damage to the awning by manually retracting		
Correction: Replace the unity board and retest		

Model #	Submitted Hrs 1.00	Submitted Labor \$175.00
Serial #	Approved Hrs 0.00	Approved Labor \$0.00

Notes

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-e99a5f25-59cc-4516-9122-befdda817557.jpg](#)
[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-93b3e947-3614-4bf2-a56a-0f9b335c9259.jpg](#)
[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-978b35f1-c341-48c2-ae25-e1f0ac8b9788.jpg](#)
[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-b4d8786d-3826-4562-843a-544e84d3ec11.jpg](#)

\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-49d876d5-0f32-4fa0-94fa-ba48f4c7792a.jpg

Hello, please provide photo of the unity board. Also, we will need the following diag questions answered, these are needed for the vendor's review. Thank you. Voltage Questions - Unity Board 1. What is the voltage at the Unity X270D for BATT 1 & BATT 2? (two readings at the Unity board) 2. What is the voltage at the RV battery (what type of battery)? 3. What is the voltage underload for RET at the 30amp REV PINs where the slide is wired to? 4. What is the voltage underload for EXT at the 30amp REV PINs where the slide is wired to? 5. Do the BATT 1 and BATT 2 wires each have a 30amp In-line fuse OR wired to a 30amp fuse at the breaker/short stop?

1: 13.86 2: 13.86 at battery, 24 series 3 AND 4 Slide in 10.8 Slide out 12.8 Awning in: 13.6 5: Has 30 AMP breakers, no fuse

Requested photo's added, thank you!

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\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-2700388-98119532-9624-4ee7-abbf-9a6c7d39f93f.jpg

Dealers please be advised that you are included in this email so that you are alerted as soon as Forest River is alerted of the vendor response. Please note not all items will/can be sent directly by the vendor. Forest River and the vendor will alert you if the item will be sent directly to you from the vendor. Thank you for your partnership.

Notation to our Vendor Partners: Effective 1/15/2026

As part of our First Stop Warranty Program, we kindly ask for a response within 1 business day. If no response is received within 24 hours, a Forest River Representative may send a reminder allowing an additional 24 hours, though this step is not required. After 48 hours (2 business days), we will proceed to assist our mutual customer to resolve the issue. This may result in a charge back to your company. Failure to respond to the communications in the prior listed time frames may result in a charge back to your company as well.

Thank you for your cooperation.



WARRANTY AUTHORIZATIONS

ROCKWOOD & FLAGSTAFF BRAND

rockwoodflagstaffauths@forestriverinc.com

Office: (574) 642-8907

Rockwood & Flagstaff Division

Millersburg, IN 46543



HELPFUL LINKS

[OWNERS MANUAL](#) | [HOW TO VIDEO'S](#) | [DEALER LOCATOR](#)

[HELPFUL TOOLS](#) | [WERV APP](#) | [ACCESSORIES](#)

thread::GrAxVHKpdr-l4YqlqphKDx8::

Ashlee Olsen <ashlee@dealer-advisors.com>
To: EmailToCase <customerservice@lci1.com>
Cc: "rockwoodflagstaffauths@forestriverinc.com" <rockwoodflagstaffauths@forestriverinc.com>

Thu, Jun 18, 2026 at 10:18 AM

Battery 1: 12.2
Battery 2: 12.23
Awning Ext: 12.18
Awning Ret: 6.9V
Will run out but not in.

Tech has 1.6 diag time so far, please add this time to our labor

Thank you,
Ashlee

[Quoted text hidden]

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Ashlee Olsen
Warranty Administrator
iClaims Services
icclaimsservices.com
208.716.2887

EmailToCase <customerservice@lci1.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>
Cc: "rockwoodflagstaffauths@forestriverinc.com" <rockwoodflagstaffauths@forestriverinc.com>

Thu, Jun 18, 2026 at 10:34 AM

Hello,

Looks like the board is faulty and needs to be replaced. The labor for a unity replacement is 0.50 I see we asked for some voltage readings and if Battery #1 & Battery#2 had a 30 amp breaker. Was the tech directed by Lippert to run additional testing to account for the 1.6 hours?

****Reference Case Number 6873648****

Thank you,

KURTIS B.
OneControl Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

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

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

From: Ashlee Olsen [ashlee@dealer-advisors.com]

Sent: 6/18/2026 12:18 PM

To: customerservice@lci1.com

Cc: rockwoodflagstaffauths@forestriverinc.com

Subject: Re: Requesting Authorization for 2700388 : 4X4TRLL20SZ195673 - TRI AM RV CENTER OF EAST TN [thread::GrAxVHKpdr-l4YqlqphKDx8::]

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Thank you,
Ashlee

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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.

Ashlee Olsen <ashlee@dealer-advisors.com>
To: EmailToCase <customerservice@lci1.com>
Cc: "rockwoodflagstaffauths@forestriverinc.com" <rockwoodflagstaffauths@forestriverinc.com>

Thu, Jun 18, 2026 at 1:09 PM

Hello,

Tech was not asked by Lippert to run additional test, just asking for the diagnostics time on this. Half hour for original diag (which was replace unity board), additional voltage test, replacing and retesting new unity board.

Thank you,

Ashlee

[Quoted text hidden]

EmailToCase <customerservice@lci1.com>

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Cc: "rockwoodflagstaffauths@forestriverinc.com" <rockwoodflagstaffauths@forestriverinc.com>

 auto-reply-header-v3

Case Number: 6873648

VIN: SZ195673

Hello Warranty Authorizations,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request with the information provided and Lippert will authorize warranty replacement of Unity X270D 2023018428 and 1 hours of labor pending part return for testing.

Please return the parts to:

Lippert

Attn: WARRANTY

2020 Blakesley Pkwy

Bristol, IN 46507

Please ensure the case number is referenced on the package. Fill out the attached Warranty Parts Return form and include it with the returned product for testing.

The replacement will need to be ordered as normal. This can be done through our parts department by calling 432-LIPPERT or through the Lippert [online store](#). Please reference the case number if you choose to order through the parts department.

Once the part has been tested, if found to be defective, Lippert will reimburse the cost of the part, plus markup, and shipping costs associated with this authorization. Please complete the attached Warranty form to submit for payment.

If the part is not found to be defective, Lippert will not be responsible for the repair.

Thank you

 auto-reply-footer

****Reference Case Number 6873648****

Thank you,

KURTIS B.
OneControl Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

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Ashlee

[Quoted text hidden]

 **Warranty claim forum.pdf**
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