

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	968572
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKB2XNK079276
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017C
Labor rate:	\$150.00	ITEM #	CKKT26DBH
OWNER INFORMATION		DEALER RO #	66799
TYLER J THACKER		CLAIM START DATE	03/19/2022
6141 UNION CHAPEL RD		CLAIM END DATE	01/01/1900
Sumner, IL 62466			
USA			
Retail Date of Purchase	02/26/2022	WARRANTY EXPIRATION DATE	02/26/2023

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	10-38-01-00-000497	Lippert Schwintek In-Wall Slide Out Column - complete, per side - Frame & Chassis/Slide Out System (Lippert Schwintek)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-03-19 10:33:37 :: CUSTOMER STATES THAT WHEN RUNNING THE SLIDE ROOM OUT, ONE MOTOR PERFORMS CORRECTLY, BUT THE MOTOR NEAR THE TV GOES OUT A LITTLE WAYS AND THEN STOPS. CUSTOMER CAN RUN ROOM BACK IN, BUT IT DOES NOT RESET. HE HAS THE SAME PROBLEM WHEN HE RUNS IT OUT THE NEXT TIME. CHECKED CORD TO MAKE SURE IT WAS GOOD AND CHECKED MOTOR TO SEE IF IT GOOD, TOOK SCREWS OUT OF OUTSIDE RAIL AND PUSHED ROOM OUT TO SEE BLOCK AND GEAR AND SHOE, FOUND SHOE WAS BROKE AND RAIL HAD METAL SHAVINGS, FILLED OUT PAPER WORK TO ORDER PARTS, WAITING ON APPROVAL AND PARTS.

Model #	Dlr Sub Hrs	5.00	Sub Labor Amt	\$750.00
Serial #	Appr Hrs	3.40	Appr Labor Amt	\$510.00

Notes

sent to vendor 3/28/22

Case #3124133

Thank you for contacting Lippert Components Customer Service Team. Case #3124133 has been created in response to your submission.

Please reply all on email thread

Can we please get some photos of the measurement of slide-out gap, between the column and the slide-out? It should be +/- 1/8in. I've attached an example of the angle we'd be looking for. Here is a link showing how to take the measurements: <https://youtu.be/Pee-5W1ce8A>

If we could get 4 photos with the unit fully extended and 4 photos with the unit about 4 inches from being fully retracted, if possible, that would be helpful.

Hope to hear from you soon.

LOOK AT THE REPLY THAT I SENT CANT BE DONE IT IS DAMAGED

Case #3139944

Thank you for contacting Lippert Components Customer Service Team. Case #3139944 has been created in response to your submission

I HAVE SENT PHOTOS TO EMAIL TO CASE I AM DONE WITH THE WORK CHECK WITH LIPPERT
This has been sent to LCI twice and no response so athing.

Submitted	Labor Amt	\$750.00	Approved	Labor Amt	\$510.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$750.00		Total	\$510.00

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.	