

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	899411
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT3SR2B8M6107292
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	062 / 062C
Labor rate:	\$150.00	ITEM #	SRF37FLH-C
OWNER INFORMATION		DEALER RO #	66295
AMANDA DAMM		CLAIM START DATE	01/17/2022
5000 HARTMAN RD		CLAIM END DATE	01/01/1900
Mount Vernon, IN 47620			
USA			
Retail Date of Purchase	07/26/2021	WARRANTY EXPIRATION DATE	07/26/2022

Claim Line Details

Labor

Line# 1

Operation Code

10-1-01-02-000040

Operational Description

Axle Assembly, each - complete - Frame & Chassis/Axles, Suspension/
Replace/Suspension System

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-01-17 15:50:26 :: CUSTOMER PULLED CAMPER
MAYBE 2 K MILES, TIRE IS IN CORDS. PLEASE GET WITH MFG AND SEE WHAT THEY CAN HELP WITH. THE
FRONT OFF DOOR SIDE IS WEARING THE WORST. NEED TO REPLACE THE AXLE FRONT

Model #	V000164415	Dlr Sub Hrs	2.00	Sub Labor Amt	\$300.00
Serial #	S006288186	Appr Hrs	3.00	Appr Labor Amt	\$450.00

Notes

please fill out LCI repair form and attach. thanks

Form can be found at https://lci-support-doc.s3.amazonaws.com/service_forms/ccd-0003870.pdf

THE LCI REPAIR FORM IS ATTACHED

pending vendor review. thanks

From: EmailToCase <customerservice@lci1.com>

Sent: Thursday, January 20, 2022 3:07 PM

To: bhoffman@americanrvcenter.com

Cc: Chad Cook <ccook@forestriverinc.com>

Subject: Re: sr6107292 [claim 899411] [ref:_00Di0alhw_5005d1groCK:ref]

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Ben,

Thank you for contacting Lippert Components for support with this issue. We are going to authorize 1 new axle beam and 1.5hrs labor under warranty. VCB.

Thank you again for contacting us, if you have any other questions or concerns feel free to contact us again for assistance.

Lippert Care Center Axle/Chassis Tech
w: 432-LIPPERT| f: 574.534.7161

From: EmailToCase <customerservice@lci1.com>
Sent: Friday, January 21, 2022 1:04 PM
To: Chad Cook <ccook@forestriverinc.com>
Cc: bhoffman@americanrvcenter.com
Subject: RE: sr6107292 [claim 899411] [ref:_00Di0alhw._5005d1groCK:ref]

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Hi Chad

I will go ahead and authorize the 1.5 hr to replace the axle beam, and the 1.5 hr for diagnostic time, 3 hr total. You can VCB this back under case #3031638

Thank You

Paul W
Lippert Customer Care Center Representative
p: 432.LIPPERT | f: 574.534.7161
e: customerservice@lci1.com

Labor
Line# 2

Operation Code	Operational Description			
10-3-01-19-000075	Tire only - No Rim, Wheel - Frame & Chassis/Wheels, Tires, Hubcaps/ Replace/Tires			
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2022-01-24 11:59:04 :: TIRE LCI APPROVED \$65 THAT WAS DAMAGED				
Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes

Submitted	Labor Amt	\$345.00	Approved	Labor Amt	\$495.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$345.00		Total	\$495.00

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.