

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106
BASDEN RV CENTER INC
DBA AMERICAN RV CENTER
600 E BASELINE ROAD
EVANSVILLE, IN 47725
USA

CLAIM STATUS Authorized
CLAIM 1165398
CLAIM ORIGIN WEB
ORIGINAL CLAIM ID
VIN 5ZT2CKEC9NY023069
CHASSIS VIN
MILEAGE 0
SITE/WAREHOUSE 017 / 017D
ITEM # CKTR16PF-D
DEALER RO # 68059
CLAIM START DATE 07/30/2022
CLAIM END DATE 01/01/1900

Labor rate: \$150.00

OWNER INFORMATION

FRANCIS T COOMES
130 E NEW ALBANY AVE
Vincennes, IN 47591
USA

Retail Date of Purchase 06/30/2022

WARRANTY EXPIRATION DATE 06/30/2023

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, 2022-07-30 11:53:23 :: THE SLIDE ROOM ONLY ONE SIDE COMING IN AND THE OTHER SIDE DOES NOT find unit and bring in, test slide room room will not move inside unit trim boards on slide room are on floor, on out side back side of unit, the top of slideroom is closed and the bottom is out 2 in, try to move room through the controller will not move, disconnect wires from controller with power on red and black wires room will not move, remove screws from swintek and outside wall lower screw able to use screw gun, top 4 had to use vice grips on the heads and unscrew 1/3 turn at time, some of the screw heads popping off, work room on back side of unit out of hole and disassemble swintek, works, bottom block is jammed up and will not move NEED TO REPLACE SLIDE SYSTEM

Model #	Dlr Sub Hrs	6.00	Sub Labor Amt	\$900.00
Serial #	Appr Hrs	5.00	Appr Labor Amt	\$750.00

Notes

Forms sent to dealer
FORMS SENT BACK
Form sent to vendor
THANK YOU PLESASE UPDATE CUSTOMER HAS BEEN CALLING
Case #3354932
Thank you for contacting Lippert Components Customer Service Team. Case #3354932 has been created in response to your submission.
Whether you're reaching us to order parts, request technical assistance or receive general customer service, we will be in touch with you within the next 24 hours. We can also be reached via telephone at (574) 537-8900 during normal business hours or on the web at lci1.com.
Looking for prior authorization? Why wait?! Check out our flat rate manual below to see the allowed repair time and details about required photos or parts. All at your fingertips any time of the day!
Lippert Flat Rate Chart
Please reply to this email if you have additional information regarding your request.
Thank you,
Lippert Customer Service

[ref:_00Di0alhw._5005d1oUcSd:ref]

Hi Vicky,

Thanks for getting back to us.

I will authorize 5.0 hours of labor for the Schwintek kit installation (2.5 hours per side), no part return needed. Your case number is 3354932.

This coverage will be pending measurement photos post install of the new system showing 2 1/2". We will require 8 measurement photos, 4 with the slide fully extended, 4 with the slide almost fully retracted.

Please let me know if I can help further.

Aarika A.
Lippert Customer Care Center Tech
p: 432.LIPPERT | f: 574.534.7161
e: customerservice@lci1.com

Labor
Line# 2

Operation Code
70-150-01-00-001718

Operational Description
Magic Chef Microwave (Read Notes!!!) - Appliances/Microwave/
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-07-30 11:56:29 :: THE MICROWAVE IS LOOSE IN IT'S COMPARTMENT. found screw was over torked and pulled out of microwave, one back foot is missing off of microwave causing microwave to not sit on shelf, turn in PO for new microwave NEED NEW MICROWAVE

Model #	RV-933BK	Dlr Sub Hrs	0.30	Sub Labor Amt	\$45.00
Serial #	RVM211101012	Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes
Authorized

Labor
Line# 3

Operation Code
70-164-01-00-001969

Operational Description
Exterior Range Hood Vent - Appliances/Range Hood/Replace/No Tread
Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2022-07-30 12:18:10 :: STOVE VENT FELL OFF CHECK AND ADVISE hood vent off and flapper is broken, hood vent off and flapper is broken, check with parts do not have turn in PO . NEED TO REPLACE

Model #		Dlr Sub Hrs	0.40	Sub Labor Amt	\$60.00
Serial #		Appr Hrs	0.30	Appr Labor Amt	\$45.00

Notes
Authorized

Submitted	Labor Amt	\$1,005.00	Approved	Labor Amt	\$840.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$1,005.00		Total	\$840.00

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.