

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1414574
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKB23PK086427
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	094 / 094A
OWNER INFORMATION		ITEM #	CKT26DBH-94
		DEALER RO #	69778
		CLAIM START DATE	02/06/2023
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 50-134-01-00-001443	Operational Description LP Regulator - Includes Leak Test - LP Gas/LP Gas System/Replace/No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2023-02-06 13:53:27 :: UNIT HAS A BAD GAS LEAK GAS REGULATOR WAS LEAKING AT THE BASE OF VALVE I DID AN LP DROP WHEN I FUOND THE LEAK AND DID ONE AFTER . UN HOOKED IT AND ADDED PIPE DOPE HOOK IT BACK UP AND LEAK WAS FIXED		
	Model #	Dlr Sub Hrs 0.50
	Serial #	Appr Hrs 0.50
		Sub Labor Amt \$80.00
		Appr Labor Amt \$80.00

Notes

Labor

Line# 2	Operation Code 20-66-02-00-000664	Operational Description Entry Door - RV - Exterior/Entry Doors/Adjust/No Tread Code
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2023-02-06 13:57:05 :: FRONT AND REAR DOORS NOT LATCHING BOTH FRONT AND BACK DOORS DIDNT LATCH VERY GOOD. YOU HAD SLAM THE DOOR FOR THEM TO CLOSE. ADJUSTED BOTH LATCHES. HAD TO WOORK ON GETTING THE DOOR TO CLOSE EVENLY. THEY LATCH BETTER NOW Additional Note : bhoffman@americanrvcenter.com, 2023-02-06 13:57:39 :: THERE ARE 2 DOORS THAT NEEDED ADJUSTED		
	Model #	Dlr Sub Hrs 0.60
	Serial #	Appr Hrs 0.60
		Sub Labor Amt \$96.00
		Appr Labor Amt \$96.00

Notes

Thank you for providing those photos and information! Are you able to provide two photos showing that both doors wouldn't close?
They are fixed now
however the doors are posted
Authorized as requested.

For future reference, please provide photos showign the doors won't close so that we can better review.
Thank you!

Labor

Line# 3	Operation Code 20-69-02-17-000708	Operational Description Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/Adjust/Latch
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2023-02-06 14:00:13 :: OUTSIDE SHOWER DOOR LATCH WILL NOT OPEN OUTSIDE SHOWER DOOR WOULD NOT UNLOCK. ADJUSTED THE LATCH AND SPRAYED WITH LUBRICANT.		

Model #	Dlr Sub Hrs	0.10	Sub Labor Amt	\$16.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$16.00

Notes

Labor
Line# 4

Operation Code	Operational Description			
30-100-02-00-001044	Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code			
Complaint, Cause, Correction				
Original Note : bhoffman@americanrvcenter.com, 2023-02-06 14:01:36 :: OUTSIDE GRILL DRAWER GLIDES WILL NOT CLOSE THE DRAWER GLIDES JUST NEEDED LUBRICATION. THEY WERE STICKING				
Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$32.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$32.00

Notes

Labor
Line# 5

Operation Code	Operational Description				
70-662-01-00-000833	Cooktop or Grill - Appliances/Drop In Cooktop/Replace/No Tread Code				
Complaint, Cause, Correction					
Original Note : bhoffman@americanrvcenter.com, 2023-02-06 14:03:50 :: GRIDDLE IS MISSING THE TOP NEED TO REPLACE COULD NOT FIND THE GRIDDLE TOP					
Model #	BC1715D0321110	Dlr Sub Hrs	0.20	Sub Labor Amt	\$32.00
Serial #	12850	Appr Hrs	0.30	Appr Labor Amt	\$48.00

Notes

Under review as of 02/09/2023.
Ok thank you
Sent to vendor for review on 02/10/2023.

Case #3710797

Thank you for contacting Lippert Components Customer Service Team. Case #3710797 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!

ok thank you
Authorized for 0.30 hrs per vendor.

Hello,

case 3710797
Vin 4X4TCKB23PK086427

I can pre approve up to .3 for labor. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit. Return parts authorization does not guarantee your claim will be paid.

Lippert does not cover mobile fees.

Lippert does not need this product back. We will require photos of the complete serial number tag. This is pre-auth for the R&R of the GRIDDLE.

Pre-authorization is information only and will not result in Lippert issuing the replacement.

Final claim should be submitted to claims@lci1.com

??????This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Thank you,

Janet M.
Pre-Authorization Specialist
LIPPERT

Submitted			Approved		
	Labor Amt	\$256.00		Labor Amt	\$272.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$256.00		Total	\$272.00

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.	