

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1515980
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT3SR2B3N6110618
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	062 / 062C
OWNER INFORMATION		ITEM #	SRF37FLH-C
TRAVIS R LAWYER		DEALER RO #	70548
1441 N CR 50 E		CLAIM START DATE	05/02/2023
Winslow, IN 47598		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	08/27/2022	WARRANTY EXPIRATION DATE	08/27/2023

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-306-01-11-002742	EverChill, Cannon Refrigerator -12 Volt - complete - Appliances/ Refrigerator (Everchill, Cannon)/Replace/Electrical
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2023-05-02 10:02:10 :: CHECK FRIDGE NOT COOLING AND FREEZING UP UNIT IS EQUIPPED WITH AN EVERCHILL SRM-418CBG-E 110 VOLT REFRIGERATOR. CUSTOMER ADVISES THAT THE FREEZER IS WORKING, BUT THE REFRIGERATOR IS NOT GETTING COLD. TOOK PARTS FROM UNIT ON THE LOT AND WENT TO CUSTOMERS. FOUND THAT THE COILS IN THE FREEZER WAS FROZE SOLID AND NOT GETTING AIR AROUND THE COILS TO COOL THE TOP. THE FAN WAS RUNNING LIKE IT SHOULD. WE LET THE UNIT THAW OUT AND THEN TURNED BACK ON AND LET RUN AND UNIT WAS DRAWING AROUND 6 AMPS. Additional Note : bhoffman@americanrvcenter.com, 2023-05-02 10:08:19 :: PLEASE HELP WITH THIS THE UNIT IS NOT HERE Additional Note : bhoffman@americanrvcenter.com, 2023-05-02 10:08:56 :: CUSTOMER ADVISES THAT THERE IS NOT SERIAL NUMBER IN THE INSIDE	
	Model #	SRM-418CBG-E
	Serial #	NA
	Dlr Sub Hrs	1.25
	Appr Hrs	2.00
	Sub Labor Amt	\$200.00
	Appr Labor Amt	\$320.00

Notes

Please fill out LCI repair form and attach. Form can be found at https://lci-support-doc.s3.amazonaws.com/service_forms/ccd-0003870.pdf
 photos added
 pending vendor review. thanks
 From: Furrion Warranty <warranty@furrion.com>
 Sent: Wednesday, May 3, 2023 4:23 PM
 To: Chad Cook <ccook@forestriverinc.com>
 Cc: bhoffman@americanrvcenter.com
 Subject: RE: sr6110618 [claim 1515980] [ref:_00Di0alhw._5005d20gcX9:ref]

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Hello,

Case 3930358

VIN: 5ZT3SR2B3N6110618

Just to get this case moving as a one-time customer courtesy we will give pre-auth prior to the serial number, the data tag is on the back of the refrigerator.

If it is found that the serial number has already been used in a prior case AND if we do not get a photo of the serial number with the claim, this pre-auth will be void and the claim will be denied.

I can pre-approve up to 2.0 for labor. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit.

Lippert does not cover mobile fees.

Lippert does not need this product back. We will require photos of the complete serial number.

This is pre-auth for the R&R of the REFER UNIT.

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,

Jackie J.
Pre-Authorization Specialist
www.lippert.com

Submitted	Labor Amt	\$200.00
	Parts & Freight	\$0.00
	Total	\$200.00

Approved	Labor Amt	\$320.00
	Parts & Freight	\$0.00
	Total	\$320.00

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.