

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1537036
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT3SR1B6N6109674
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	062 / 062C
OWNER INFORMATION		ITEM #	SRF36BHQ-C
DENNIS R TURPIN II		DEALER RO #	70673
2622 E BRENTWOOD DR		CLAIM START DATE	05/18/2023
Princeton, IN 47670		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	03/22/2022	WARRANTY EXPIRATION DATE	03/22/2023

Claim Line Details

Labor				
Line# 1	Operation Code	Operational Description		
	10-12-01-11-000234	Slide Out Motor & Actuator with Underbelly - Frame & Chassis/Slide Out System - Lippert/Replace/Electrical		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2023-05-18 11:09:35 :: SLIDEROOM IS STUCK silde room will not move in or out. went underneath and opened under belly. motor and wiring look good. removed top and bottom set screws and removed motor from slide assembly. took motor to work bench and removed cover plate. clutch and gears all look good. noticed that after we removed the motor the slide room assembly moved. removed slide ram. slide ram looks good. reinstalled motor on ram and hooked up to a battery. lubricated ram and ran on and out several times on the ground. went to re installed motor and ram. when trying to install the motor back the way it was before, i realizewd that the motor is hitting on the surrounding frame. override doesnt line up with hole in frame. MOTOR ISNT ORIENTATED CORRECTLY. FOUND OUT THAT THE MOTOR HAS BEEN MOVED PREVIOUSLY. REMOVED SET SCREWS. REPOSITIONED MOTOR SO IT IS FACING"UP AND DOWN" OVERRIDE LINES UP. SECURED MOTOR TO RAM ASSMEBLY. SECURED RAM ASSEMBLY TO SLIDE ROOM ASSEMBLY. SECURED POWER WIRES TO MOTOR. SECURED RAM TO SLIDE ROOM ON THE OUTSIDE THROUGH THE FRAME. RAN SLIDE IN AND OUT SEVERAL TIMES. ADJUSTED BELL AND LOCK NUTS TO MAKE SURE ROOM PULLS IN ALL THE WAY AND PUSHES OUT ALL THE WAY. WENT DOWN TO STORAGE SHED AND GOT A PIECE OF WOOD TO RUN ALONE THE FRAME AND SECURE UNDERBELLY TO. CUT WOOD. PLACED WOOD ABOVE FRAME.SECURED UNDERBELLY TO WOOD. APPLIED EXTREME TAPE TO UNDERBELLY. CLEANED UP MESS. PARKED UNIT.			
	Model #	Dlr Sub Hrs	6.00	Sub Labor Amt \$960.00
	Serial #	Appr Hrs	2.30	Appr Labor Amt \$368.00

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

FORM UPLOADED

pending vendor review. thanks

From: EmailToCase <customerservice@lci1.com>

Sent: Tuesday, May 23, 2023 9:16 AM

To: Chad Cook <ccook@forestriverinc.com>

Cc: bhoffman@americanrvcenter.com

Subject: RE: sr6109674 [claim 1537036] [ref:_00Di0alhw._5005d21ftOx: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.

Hello,

Lippert will authorize 2.3 flat rate hours for repair. 1.3 for repair and 1 hour for underbelly. No return parts needed. Case file 3993111

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

Submitted					
	Labor Amt	\$960.00	Approved	Labor Amt	\$368.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$960.00		Total	\$368.00

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.	