

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1570294
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2SBHB2NS043804
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	220 / 220
OWNER INFORMATION		ITEM #	SBT1943RB
EDWARD M AMES		DEALER RO #	70932
939 PEERLESS RD		CLAIM START DATE	06/15/2023
Evansville, IN 47712		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/30/2022	WARRANTY EXPIRATION DATE	04/30/2023

Claim Line Details

Labor	Operation Code	Operational Description
Line# 1	20-78-01-00-000799	Awning Fabric - Lippert - Exterior/Awnings (Lippert)/Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2023-06-15 09:34:56 :: AWNING IS SERPATING AT CAMPER. BEN TO TRY AND GET COVERED UNDER WARRANTY. FOUND THE AWNING IS PULLING LOOSE FROM THE CAMPER NEED TO REPLACE THE AWNING FABRIC Additional Note :		
bhoffman@americanrvcenter.com, 2023-06-15 09:36:45 :: CUSTOMER TIRED TO SUPER GLUE IT FOR THE TIME BEING HE WAS AT A CAMP SIGHT IT IS THE FRONT OF THE AWNING FABRIC		
Model #	see pic	Dlr Sub Hrs 1.20
Serial #	see pic	Appr Hrs 1.50
		Sub Labor Amt \$192.00
		Appr Labor Amt \$240.00

Notes

This recall is tagged of being done on 1321499?
 This is true but now the fabric is coming off now
 i didnt know what to put it under
 6/16- Sent to vendor for consideration.
 Awaiting vendor reply regarding awning fabric.
 vcb

Case Number: 4068571
 VIN: NS043804

Hello Debra O'Rourke,
 Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize replacement of the awning fabric and 1.5 hours of labor.

Jim H
 Lippert Customer Care Center Representative
 p: 432.LIPPERT | f: 574.534.7161

Labor

Line# 2

Operation Code
20-83-24-00-000860

Operational Description
Paint or Repaint Any Exterior Wall - Exterior/Full Body Paint Side/Repair/
No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-06-15 09:38:00 :: CHECK STRESS CRACKS IN GEL COAT ON THE FRONT CAP. MARKED WITH TAPE. BEN TO DECIDE IF COVERED NEEDING TO KNOW IF VENDER WILL APPROVE THE FIX OF THIS THEN I WILL GET A BODY SHOP OUT TO GET EST

Model #	Dir Sub Hrs	0.00	Sub Labor Amt	\$2,872.00
Serial #	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

The vendor will require an est. Please obtain one
ADDED SUBLET INVOICE 6-19-23
6/20- Sent to vendor for consideration.
Hello Debra,

Altec is denying this claim. I've attached an excel file that has a couple pictures you had originally sent, explaining why the denial. This type of crack appears to be of an impact in nature. It would have to of a blunt object as noted on the attached.

Kind Regards,
Brian

Submitted	Labor Amt	\$3,064.00	Approved	Labor Amt	\$240.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$3,064.00		Total	\$240.00

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.