

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1670901
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKY22NK084625
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	094 / 094A
Labor rate:	\$160.00	ITEM #	CKT23DBH-94
OWNER INFORMATION		DEALER RO #	71655
NATHANIEL I WAGNER		CLAIM START DATE	09/11/2023
1625 CHERRY ST		CLAIM END DATE	01/01/1900
Mount Carmel, IL 62863			
USA			
Retail Date of Purchase	03/25/2023	WARRANTY EXPIRATION DATE	03/25/2024

Claim Line Details

Labor		
Line# 1	Operation Code	Operational Description
	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, 2023-09-11 11:45:57 :: CUSTOMER HAD UNIT ON CAMPSITE. WHEN HE WENT TO RUN THE SLIDE ROOM OUT, THE FRONT OF THE ROOM STARTED TO GO OUT, BUT THE REAR SIDE WAS STUCK. CUSTOMER HAS NOTICED, WHEN LOOKING AT THE ROOM FROM THE OUTSIDE, THE REAR OF THE ROOM IS TICKING OUT A LITTLE BIT. CUSTOMER WONDERS IF FROM IS OUT OF TIME. BRING UNIT IN, TRY TOO OPEN SLIDEROOM BACK BOTTOM CORNER STOPS MOVING AND JUMMPING GREARS, REMOVE INSIDE SEALS AND FOUND SWINTECK TWISTING AND BOTTOM BLOCK DIGGING IN TO BOTTOM RAIL, GET PICs AND #s, TURN IN PO FOR SWINTECK CLOSE UP UNIT AND PULL OUT TO SERVICE lot

Model #	Dlr Sub Hrs	5.00	Sub Labor Amt	\$800.00
Serial #	Appr Hrs	3.90	Appr Labor Amt	\$624.00

Notes

im sorry but your tolerance pics are not taken in the right location
sent dealer the form and the directions via email bhoffman@americanrvcenter.com
replied back

sent to the vendor with the pics provided

please keep claim on your side until i hear back from the vendor thank you

Case #4337545

Thank you for contacting Lippert Components Customer Service Team. Case #4337545 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._5005d26lONZ:ref]

THANKS

authorized per the vendor for 3.90hrs
Case #4337545

Good afternoon, Erin.

I will authorize a complete system replacement and 3.9 hours of labor time. This will be a standard system and not an inverted system. On complete systems we are sending standard systems.3 hours to replace the system, 0.4 hours to assemble the rails in the columns properly timing the system prior to install, and 0.5 hours to caulk the top edges of the rails to cover any exposed screw holes.

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.

To place an order, please give us a call at 574-537-8900. We are available Monday through Friday 8am-7pm EST

Please let me know if I can help further.

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

Submitted	Labor Amt	\$800.00	Approved	Labor Amt	\$624.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$800.00		Total	\$624.00

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.	