

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106
 BASDEN RV CENTER INC
 DBA AMERICAN RV CENTER
 600 E BASELINE ROAD
 EVANSVILLE, IN 47725
 USA

CLAIM STATUS Authorized
 CLAIM 1744350
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 5ZT2CKJB1PF004138
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 086 / 086A
 ITEM # CKT20RDSE-86
 DEALER RO # 72371
 CLAIM START DATE 11/20/2023
 CLAIM END DATE 01/01/1900

Labor rate: \$160.00

OWNER INFORMATION

KEITH L YORK
 8800 HEDGEWOOD CT
 Evansville, IN 47725
 USA

Retail Date of Purchase 11/03/2023 WARRANTY EXPIRATION DATE 11/03/2024

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	70-656-01-11-003983	Wall Thermostat - Appliances/Roof AC (Furrion)/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2023-11-20 12:25:55 :: CUSTOMER CAN SET T-STAT ON FURNACE. IT WILL RUN ONE CYCLE AND THEN IT STARTS FLASHING E3 AND IT WILL NOT COME BACK ON. I FOUND THAT THE WIRING IN THE AC UNIT WAS PUT TOGETHER WITH SNAP TOGETHER CONNECTORS. THE WIRING IS TO SMALL FOR EACH WIRE TO BE IN ITS OWN CONNECTOR. I TWISTED THE WIRING TOGETHER AND PUT EACH SET IN ONE HOLE. THIS FIXED THE PROBLEM. I TESTED THE UNIT ON AC AND HEAT. THE UNIT IS TURNING ON AND OFF AS IT SHOULD.	

Model# facr15hesa-ps	Dlr Sub Hrs 1.00	Sub Labor Amt \$160.00
Serial# 10001209882052200151	Appr Hrs 0.30	Appr Labor Amt \$48.00

Notes

thank you
 Sent back at dealers request
 THANKS
 requested per dealer

NEED TO BE ABLE TO ADD LABOR LINES PLEASE

to add labor lines the claim has either got be in in draft (reset) or authorized. thank you

after reviewing this claim more E3 codes are a communication issue (tstat to control box or wiring issue)

please provide pics of the control box tag and the tstat tag thank you

i reset this claim

please provide pics of the control box tag for compatiblity issues thank you

this code requires that the dealer enter the serial # and model # of the Tstat in the required fields
 thank you

sent to vendor

Case #4570302

Thank you for contacting Lippert Components Customer Service Team. Case #4570302 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:!00Di00a!hw.!500PM043Dxi:ref]

thanks

please provide pics of the control box tag thank you

pic added

sorry but this is not a pic of the control box tag. It is located inside the ceiling unit its an oddly shaped black box with wires coming out, it will need to be unscrewed for the tag to be located on the other side thank you:

vendor is requesting this info before authorization thank you:

I need confirmation on the AC control box model #. If you have the FACC10ESSA-BL controller, then please proceed with the authorization below. If you have an different model controller, I will need to know what it is as the below authorization might not resolve.

vendor has authorized replacement of the tstat if the control box is not compatible.

Hello,

Case 4570302

VIN 5ZT2CKJB1PF004138

I need confirmation on the AC control box model #. If you have the FACC10ESSA-BL controller, then please proceed with the authorization below. If you have an different model controller, I will need to know what it is as the below authorization might not resolve.

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.

This is pre-auth for the R&R of the App controlled thermostat FACW12APZA with 2021130946 : FACW10ESSA-BL.

Pre-authorization is information only and will not result in Lippert issuing the replacement. The pre-authorization team does not have access to submit orders. Lippert will defer to the RV Manufacturer for your next steps regarding replacement.

Lippert does not need this product back. We will require photos of the complete serial number tag submitted with your claim.

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.

Makala Reidy

Pre-Authorization Specialist

Appliances and Entertainment

www.lippert.com

pic added

vendor authorized replacement of the thermostat at .30hrs labor thank you

Labor
Line# 2

Operation Code
40-196-24-11-001297

Operational Description
Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-12-12 10:40:23 :: CUSTOMER ADVISES THAT THE FURNACE STARTED RUNNING AND THEN WENT TO E3 AND STOPPED RUNNING AGAIN I REMOVED ALL OF THE SNAP CONNECTORS AND REPLACED THEM WITH CRIMP CONNECTORS. WHEN I HAD THE WIRING APART, I CHECKED ALL OF THE WIRING TO SEE IF ANY HAD BEEN SHORTED TO GROUND AND CONTINUITY ON EACH WIRE. I DID NOT FIND ANYTHING WRONG WITH THE WIRING. I THEN HOOKED UP ALL OF THE WIRING AND USED CRIMP CONNECTORS. I COULD NOT GET THE SYSTEM TO SHOW A E3 CODE AGAIN. BUT THE HEAT WOULD GET TO TEMP AND SHUT OFF THE THERMOSTAT. THE HEAT WOULD NOT COME ON AT ALL UNTILL THE SET TEMP WAS OVER THE ROOM TEMP BY 6 DEG. AND WHEN I DID GET THE THERMOSTAT TO TURN ON THE HEAT, IT WOULD NOT TURN OFF. WHEN I HAD THE TEMP SET TO 76, THE FURNACE CAME ON AND STAYED ON UNTIL I TURNED OFF THE THERMOSTAT. AT THAT TIME, THE ROOM TEMP WAS 86 DEG. I TURNED THE THERMOSTAT AND COOLED THE ROOM SENSOR WITH COLD WATER. THE THERMOSTAT SHOWED THE INSIDE TEMP DROPPING. WHEN I TURNED ON THE FURNACE WITH THE INSIDE TEMP DOWN TO 68 DEG. THE FURNACE WOULD NOT COME BACK ON. I UNHOOKED THE THERMOSTAT AND THEN HOOKED IT BACK UP. IT WOULD STILL NOT TURN ON. AGAIN, THE ONLY WAY TO GET THE HEAT TO TURN ON WAS TO SET THE TEMP TO 86 OR HIGHER. THERMOSTAT IS NOT WORKING WITH THE CONTROL BOARD. NEEDS BOTH PARTS TO BE SURE THE PROBLUM DONT HAPPEN AGAIN.

Model#	Dlr Sub Hrs	3.00	Sub Labor Amt	\$480.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

this is a duplicate to lines 1 and 3. sent line 1 to the vendor for auth. to replace the control box. Forest River does not pay for diag time or troubleshooting time:

If the Dealer technician has not been able to identify the problem within 30 minutes, we recommend that they reach out to the Warranty Representative for that Forest River brand. This will help ensure that the time spent on the repair will more likely be authorized as additional direction can be given to eliminate wasted time. Their contact information can be found on Dealer Connect in the quick link, Warranty & Parts Contacts > Forest River Parts & Warranty Contact Info. They can search by VIN, Dealer, Name, or Brand.
thank you

**Labor
Line# 3**

Operation Code	Operational Description
40-196-24-11-001297	Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2023-12-12 10:41:04 :: CUSTOMER CALLED 12/04 AND ADVISED BJ THAT HE CAN SET THERMOSTAT ON FURNACE TO DESIRED TEMPERATURE. IT WILL HEAT TO THAT TEMPERATURE AND TURN OFF. HOWEVER, IT WILL NOT COME BACK ON UNLESS HE SHUTS FURNACE OFF AT THEMOSTAT AND THEN RESTARTS IT. Installed new control board and tested operation of furnace and let it cycle on its own

Model#	Dlr Sub Hrs	2.00	Sub Labor Amt	\$320.00
Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

this is a duplicate to lines 1 and 2. sent line 1 to the vendor for auth. to replace the control box. Forest River does not pay for diag time or troubleshooting time:

If the Dealer technician has not been able to identify the problem within 30 minutes, we recommend that they reach out to the Warranty Representative for that Forest River brand. This will help ensure that the time spent on the repair will more likely be authorized as additional direction can be given to eliminate wasted time. Their contact information can be found on Dealer Connect in the quick link, Warranty & Parts Contacts > Forest River Parts & Warranty Contact Info. They can search by VIN, Dealer, Name, or Brand.
thank you

Submitted	Labor Amt	\$960.00	Approved	Labor Amt	\$48.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$960.00		Total	\$48.00

DEALER	DATE
SIGNATURE	

CUSTOMER	DATE
SIGNATURE	

I certify that I have performed these repairs consistent with Forest River Policies.

All repairs described have been inspected and are satisfactory.