

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1792177
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKEB8R1001263
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$160.00	SITE/WAREHOUSE	089 / 089A
OWNER INFORMATION		ITEM #	CKT16ML-89
		DEALER RO #	72706
		CLAIM START DATE	01/17/2024
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	70-174-01-00-002114	Washer Dryer - Appliances/Majestic Washer, Dryer, Combo/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-01-17 15:05:35 :: WASHER/DRYER COMBO IS DENTED washer dryer combo washer dryer combo has a dent in it, so i took off water lines, unplugged unit and pulled drain line, had someone to help me get it out of camper. NEED TO REPLACE THE WASHER			
Model#	L6556401	Dlr Sub Hrs	1.00	Sub Labor Amt \$160.00
Serial#	540L65564013B175500023	Appr Hrs	1.00	Appr Labor Amt \$160.00
	Notes			

Labor

Line# 2	Operation Code	Operational Description		
	30-307-01-00-000920	Fireplace Remote Control - Interior/Fireplace/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-01-17 15:07:26 :: FIREPLACE REMOTE DOES NOT WORK remote broke took pictures of remote and took out fireplace to get model and ser numbers,installed fireplace back in place. PUT REMOTE IN CAMPER			
Model#		Dlr Sub Hrs	0.00	Sub Labor Amt \$0.00
Serial#		Appr Hrs	0.00	Appr Labor Amt \$0.00
	Notes			

Labor

Line# 3	Operation Code	Operational Description		
	20-66-01-00-002294	Screen Door - Exterior/Entry Doors/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-01-17 15:08:14 :: SCREEN DOOR IS TOO SMALL ABOUT 2 IN screen door. screen door has a big gap when it is closed, screen door is not wide enough. screen door is 27 inches wide it should of been 29 inches wide, so it would seal up. REPLACE SCREEN DOOR			
Model#		Dlr Sub Hrs	0.20	Sub Labor Amt \$32.00
Serial#		Appr Hrs	0.30	Appr Labor Amt \$48.00
	Notes			
	sent to vender			
	Case #4641202			
	Thank you for contacting Lippert Components Customer Service Team. Case #4641202 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:!00Di00alhw.!500PM05bfAz:ref]

Case Number: 4641202

VIN: R1001263

Hello Knitta Carter,

Thank you for contacting Lippert Customer Care Center.

Can you please provide the following information?

- Photos of the complete door from straight on, outside view
- Lippert part number for the door from the build sheet of the coach

Best Regards,

Tristan M.

Lippert Care Center Windows, Door, Awnings Tech

p: 432:LIPPERT | f: 574.534.7161

e: customerservice@lci1.com

Lippert

YOU HAVE IT ClaimLabor-Draft-eb9158b3-ac8c-443a-93b4-69afc1c8c29e.jpg

Good morning

Sorry forest river doesn't have the Lippert part number on the built sheet. The dealer will need to reach out to the parts department for that information

Found part#20A37054A - DOOR, PATIO, SCREEN DOOR ONLY, 30-1/8" X 71-3/8" – BLACK ON DEALER CONNECT. I BELIEVE THIS IS WHAT WE NEED. ORDERED IT. IT IS TAKING TOO LONG FOR LIPPERT AND FOREST RIVER TO FIGURE IT OUT.

IT'S ONLY \$40.87. I'LL RISK IT.

Case Number: 4641202

VIN: R1001263

Hello Knitta Carter,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize replacement of the screen door and 0.3 hours of labor.

Have a wonderful day!

Jim H

Lippert Customer Care Center Representative

p: 432.LIPPERT | f: 574.534.7161

e: customerservice@lci1.com

Lippert

Submitted	Labor Amt	\$192.00
	Parts & Freight	\$0.00
	Total	\$192.00

Approved	Labor Amt	\$208.00
	Parts & Freight	\$0.00
	Total	\$208.00

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.	