

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1852058
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:	\$170.00	SITE/WAREHOUSE	062 / 062C
OWNER INFORMATION		ITEM #	SRF36BHQ-C
DENNIS R TURPIN II		DEALER RO #	73069
2622 E BRENTWOOD DR		CLAIM START DATE	03/18/2024
Princeton, IN 47670		CLAIM END DATE	01/01/1900
USA			

Retail Date of Purchase	03/22/2022	WARRANTY EXPIRATION DATE	03/22/2023
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Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	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, 2024-03-18 10:20:47 :: KITCHEN SLIDE WILL NOT GO OUT JUST CLICKS WHEN ROON RUNS IT JUST CLICKS I BRAKE ROOM FREE WITH THE MAUAL SHAFT ON GEAR BOX ROOM MOVES THEN WHEN IT COMES IN AND ROOM SEATS IT GETS STUCK AGAIN AND I HAVE TO RUN BACK OUT WITH THE MANUAL TOOL NEED TO REPLACE THE SLIDE MOTOR AND ACTUATOR THIS HAS BEEN AN ON GOING ISSUE WITH THIS PROBLEM PLEASE SEE HISTORY

Model#	Dlr Sub Hrs	1.25	Sub Labor Amt	\$212.50
Serial#	Appr Hrs	2.00	Appr Labor Amt	\$340.00

Notes

pending vendor review. thank
pending dealer response to vendor email.

From: Chad Cook

Sent: Monday, March 18, 2024 12:42 PM

To: bhoffman@americanrvcenter.com

Cc: EmailToCase <customerservice@lci1.com>

Subject: RE: sr6109674 [claim 1852058] [ref:!00Di00alhw.!5005d021ftOx:ref]

Benji,

See below and respond to this email with the requested information. thanks

Thank You,

Chad Cook

Sabre Warranty

574-535-2549

For assistance with Sabre parts, Please contact Sabre Parts at 260-499-2100 or by email, sabreparts@forestriverinc.com

NOTICE:

*All warranty authorization request/approval delays need to be communicated with the Forest River Sabre Warranty Department before the warranty expiration in order for them to be reviewed for warranty coverage.

From: EmailToCase <customerservice@lci1.com>

Sent: Monday, March 18, 2024 12:39 PM
To: Chad Cook <ccook@forestriverinc.com>
Cc: bhoffman@americanrvcenter.com
Subject: RE: sr6109674 [claim 1852058] [ref:!00Di00alhw.!5005d021ftOx: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, Chad.

Has this motor or actuator been replaced previously?

I see we have a claim for a repair but wanting a bit more clarity.

Also, is this motor/actuator clutching or ratcheting when the slide is fully extended or retracted?

Please advise.

Case # 3993111 - VIN: N6109674

Thank you,

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

Goodwill auth per LCI. thanks

From: EmailToCase <customerservice@lci1.com>
Sent: Monday, March 18, 2024 1:25 PM
To: bhoffman@americanrvcenter.com
Cc: Chad Cook <ccook@forestriverinc.com>
Subject: Re: sr6109674 [claim 1852058] [ref:!00Di00alhw.!5005d021ftOx:ref]

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Hello, All.

We will be authorizing the replacement of the motor and actuator with 2 hours in total for labor.
No part return is needed.

Dealership is okay to order parts.

Have a good day.

Case # 3993111 - VIN: N6109674

Thank you,

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

Submitted			Approved		
	Labor Amt	\$212.50		Labor Amt	\$340.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$212.50		Total	\$340.00