

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1949741
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEPB5RW029093
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	320 / 320
OWNER INFORMATION		ITEM #	FET252RBS-320
DAVID G HOFFMAN		DEALER RO #	73934
633 COUNTY ROAD 1840 EAST		CLAIM START DATE	06/12/2024
Fairfield, IL 62837		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	05/11/2024	WARRANTY EXPIRATION DATE	05/11/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	20-69-01-00-000706	Compartment Door - Exterior/Compartment Doors/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-06-12 11:04:50 :: CUSTOMER ADVISES THAT THE SEAL AROUND THE OUTDOOR KITCHEN IS COMING LOOSE AND FALLING DOWN.BJ WENT OUT AND LOOKED AT THIS AT WRITE UP. THE REAR/LEFT GAS SHOCK IS PUSHING UP THROUGH THE DOOR WHEN PULLING THE DOOR DOWN TO CLOSE IT. NEED TO REPLACE THE DOOR AND DECALS SIDE NOTE IS THE GAS STRUT TOO MUCH			
Model#	Dlr Sub Hrs	1.75	Sub Labor Amt	\$297.50
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$85.00

Notes

All information has been sent to the vendor for their review and authorization. Please do not reply to this as we will update the claim accordingly once we hear back from the vendor.
vendor response:

""Case Number: 5034456

Hello,

Thank you for contacting Lippert Customer Care Center. Can you please provide photos of the top side of the hinge as well as a photo of the complete door from a straight on view while closed?""

Please get me the requested photos and I will give them to the vendor to review

MORE PHOTOS ADDED

new photos have been given to the vendor for their review

Good morning has there been an update

Have sent vendor a request for an update on this issue.

they asked for measurements and i gave them that

side note customer came in 7-6 and was not happy that nothing has happened yet

Excedssive time. Time adjsuted to flat rate to R&Rdoor and add graphics.

VCB - no repsonse from LCI. They were given what they asked for and still no response within a reasonable time frame.

Submitted	Labor Amt	\$297.50	Approved	Labor Amt	\$85.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$297.50		Total	\$85.00

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.