

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	1973895
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKGC1RY032402
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	095 / 095A
Labor rate:	\$170.00	ITEM #	CKT18CBW-95
OWNER INFORMATION		DEALER RO #	74030
LAWRENCE S CARVER JR		CLAIM START DATE	07/03/2024
3122 ZAZLEA DR		CLAIM END DATE	01/01/1900
New Albany, IN 47150			
USA			
Retail Date of Purchase	05/31/2024	WARRANTY EXPIRATION DATE	05/31/2025

Claim Line Details

Labor				
Line# 1	Operation Code	Operational Description		
	60-138-24-00-001535	Drainage Lines - Plumbing/Drainage System/Repair/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-07-03 13:14:35 :: THERE IS A BAD LEAK IN THE PLUMBING UNDER THE KITCHEN SINK. Uni guard pipe Filled the kitchen sink with water then drained the sink and found the leak. Took pictures of the leak. Removed the drain pipe and tried to take it apart but wouldn't come apart. Put in po sheet for new uni guard drain pipe.			
Model#	Dlr Sub Hrs	0.80	Sub Labor Amt	\$136.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$85.00
	Notes			
	replace			
Labor				
Line# 2	Operation Code	Operational Description		
	70-222-01-00-002718	Girard Water Heater Gas Valve - Appliances/Water Heater (Girard)/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-07-03 13:16:28 :: THE TANKLESS WATER HEATER CONTROLLER STARTED BEEPING AND CUSTOMER GOT AN E7 CODE. E7 error code. CASE # 5076703 LCI Checked the fresh tank for water then added water to the fresh tank. Turned on the lp tank then powered on the water heater. Ran the hot a water at the kitchen faucet, bathroom faucet and shower for 5 mins each had no error codes. Outside temperature is 94 degrees. Following morning turned on the kitchen faucet, bathroom faucet, and shower one at a time and got error code e7 when trying each faucet. Morning temperature is at 73 degrees. Called lippert and discuss and diagnosed the water heater and took pictures. Got with DENNY about email pictures to manufacture. Lippert suggested replacement of the gas valve.			
Model#	F2GWH	Dlr Sub Hrs	1.20	Sub Labor Amt \$204.00
Serial#	10000808052200380	Appr Hrs	1.00	Appr Labor Amt\$170.00
	Notes			
	sent to vender			
	Case #5099147			
	Thank you for contacting Lippert Components Customer Service Team. Case #5099147 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.!500PM0K7h6L:ref]

Case:5076703

Vin:5ZT2CKGC1RY032402

I can recommend replacement of the Gas Valve, item number 2022107554, as resolution for your case. To order this item you may access the dealer portal at <https://lippert.force.com/myLCI/s/login/> or reach out to 432-LIPPERT (432-547-7378), choose option 1 for orders, and then option 7 to reach the Appliances and Entertainment parts department. You will need your Lippert account # to place the order.

Once received, you may file your claim for reimbursement through the process below.

I have attached the warranty claim paperwork that Lippert requires to process your claim. This document is to be completed when the repair is done. The completed documentation, along with a work order, should be sent to dealerclaims@lci1.com.

I can pre authorize up to 1.00 for labor to remove and replace the part listed above.

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.

Lippert does not need this product back. We will require photos of the following: complete serial number tag.

Hello Knitta,

Case 5099147 (5076703)

VIN 5ZT2CKGC1RY032402

We will approve 1.0 for labor.

This is pre-auth for the R&R of the GAS VALVE-2022107554 : 2GWH-2.

Mobile fees are not covered under the Lippert warranty for this product.

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.

Mobile fees are not covered under the Lippert warranty for this product.

Please provide pictures of the complete serial number tag with your claim submission as this product is not required to be returned for testing. Note: Your coach information will need to satisfy the conditions for Warranty credit.

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.

We appreciate your business!

Thank you,

Jackie J.

Pre-Authorization Representative

P: 432-LIPPERT | f: 537.534.7161

E: warranty@furrion.com

Lippert

****We'll have new Care Center hours starting April 1st, 2024. You can reach us from 8:00am to 5:30pm EST****

Labor

Line# 3

Operation Code

30-99-24-00-001011

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-07-03 13:18:38 :: THE CURTAIN AT THE HEAD OF THE BED WON'T STAY UP. Loose strings Inspected the blind above the bed, found the blind strings where loose. Took the strings and wrapped around the screws till the strings was tight.

Operational Description

Curtains - Interior/Soft Goods/Repair/No Tread Code

Model#

Dlr Sub Hrs

0.10

Sub Labor Amt

\$17.00

Serial#

Appr Hrs

0.10

Appr Labor Amt

\$17.00

Notes

Submitted	Labor Amt	\$357.00	Approved	Labor Amt	\$272.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$357.00		Total	\$272.00

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.