

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2075321
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5NHFCTH28RC222450
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	073 / 073D
OWNER INFORMATION		ITEM #	CKF320PACK13.5-73D
KARL KOZIATEK		DEALER RO #	74883
16176 UNICORN ROAD		CLAIM START DATE	09/30/2024
Cannelton, IN 47520		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	08/23/2024	WARRANTY EXPIRATION DATE	08/23/2025

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	70-469-01-11-004520	Compressor Control Module - Appliances/Refrigerator (Furrion)/Replace/ Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2024-09-30 10:54:31 :: FRIDGE IS NOT WORKING PROPERL, WILL NOT TURN ON. LIGHTS DO WORK.. PLUGGED UNIT INTO SHORE POWER. TURNED ON FRIDGE AND LET RUN OVERNIGHT. THE NEXT MORNING THE FRIDGE IS STILL NOT COOL. PULLED FRIDGE FROM CUT OUT. REMOVED REAR PANEL. WENT INTO SERVICE DEPARTMENT AND ASKED FOR DIAG SHEET. FILLED OUT SHEET AND TURNED IN. NEED TO RPLCE THE FRIDGE

Model#	GRF16DBGS	Dlr Sub Hrs	2.00	Sub Labor Amt	\$340.00
Serial#	10001273885062200007	Appr Hrs	1.10	Appr Labor Amt	\$187.00

Notes

sent to the vendor 10/1/24

Case #5350479 regarding 2075321 : 5NHFCTH28RC222450

Thank you for contacting the Lippert Customer Care Center. Case #5350479 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. Additional resources are also available online at support.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 Care

Hello Suzy,

Case 5350479

VIN 5NHFCTH28RC222450

We will approve up to 1.10 for labor.

This is pre-auth for the R&R of the COMPRESSOR BOARD 2022128891.

Pre-authorization is information only and will not result in Lippert issuing the replacement.

Lippert will defer to the RV Manufacturer for your next steps regarding replacement. The pre-authorization team does not have access to submit orders.

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.

Please kindly reply directly to this email ONLY. Replying directly to this email will ensure your reply is properly routed to your case history.

We appreciate your business!

Thank you,
Dusty S.
Care Center Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161

Labor
Line# 2

Operation Code	Operational Description
70-187-01-00-002237	Coleman AC Fan Blade - Appliances/Roof AC (Coleman-RVP)/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2024-09-30 10:56:46 :: FRONT AIR CONDITIONER FAN IS HITTING THE SHROUD PLUGGED UNIT INOT SHORE POWER. TURNED FRONT A/C ON. COULDNT GET THE A/C TO MAKE ANY NOISE. MOVED UNIT INSIDE AND RAN OVER LUNCH. CAME BACK AND THE A/C WAS MAKING A RATTILING NOISE. WET ON ROOF AND REMOVED SHROUD. METAL SHROUD IS BENT DOWN IN ONE SPOT ANS IS HITTING THE FAN BLADE. TOOK A PAIR OF PLIERS AND BENT BACK. TURNED A/C ON. NOISE IS GONE. INSTALLED A/C SHROUD. Additional Note : bhoffman@americanrvcenter.com, 2024-09-30 10:59:19 :: NOT REPLACING ONLY FIXING

Model# 48254-065	Dlr Sub Hrs	1.00	Sub Labor Amt \$170.00
Serial# 230163822	Appr Hrs	1.00	Appr Labor Amt \$170.00

Notes
repaired not replaced

Submitted	Labor Amt	\$510.00	Approved	Labor Amt	\$357.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$510.00		Total	\$357.00

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.