

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2109795
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CXR4RS046850
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	220 / 220A
OWNER INFORMATION		ITEM #	APTT264RKS
JOE CROWDER		DEALER RO #	75286
2863 PELLVILLE RD		CLAIM START DATE	10/31/2024
Reynolds Station, KY 42368		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	04/30/2024	WARRANTY EXPIRATION DATE	04/30/2025

Claim Line Details

Labor

Line#	Operation Code	Operational Description		
1	20-78-01-00-000797	Lippert Awning - complete - Exterior/Awnings (Lippert)/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-10-31 15:37:11 :: CUSTOMER SAYS THAT THE AWNING JUST FELL DOWN CUSTOMER TOOK THE AWNING OFF TO MAKE THE TRIP need to replace the arms and roller tube and fabric			
Model#	v000564552	Dlr Sub Hrs	2.00	Sub Labor Amt \$340.00
Serial#	rpo0011117752	Appr Hrs	1.50	Appr Labor Amt \$255.00

Notes

can you tell what caused it to fall off.

Customer claims: "I hit the button to extend the awning and it sprang open so violently that it destroyed the awning arms and tore the fabric."

The drive-head shaft spins when you put a wrench on it, but, with resistance. Meaning it doesn't free spin.

Does this make sense?

IF the gear in the awning broke would the awning open up violently enough to do this type of damage?

this is what the customer said to us as far as what caused it we do not know

I can send this to LCI but it is highly likely that they will deny without know how it fell off.

ok thanks if you would please add me in when you do

11/4- Sent to vendor for consideration.

Good morning,

Thank you for the information. Can you provide information of how/where the awning is defective. There is no defect shown in the photos provided and not enough information to determine the cause is due to a defect rather than another issue. Once we can review the cause of the awning collapse, we will be able to advise correctly.

Sincerely,

Amy M.

Care Center Customer Service Product Specialist

p: 432.LIPPERT | f: 574.534.7161

e: customerservice@lci1.com

Lippert

Case Number: 5434000
VIN: RS046850

Hello Debra O'Rourke,
Please disregard my previous email. We have reviewed your request and information provided and Lippert will authorize one new complete awning and 1.5 hours of labor pending awning roll tube and fabric return.

Please return the parts to:

Lippert
Attn: Testing Facility
2020 Blakesley Pkwy
Bristol, IN 46507

Please ensure the case is referenced on the package. Please fill out the attached Warranty Parts Return form and include it with the returned product for testing.

Submitted

Labor Amt	\$340.00
Parts & Freight	\$0.00
Total	\$340.00

Approved

Labor Amt	\$255.00
Parts & Freight	\$0.00
Total	\$255.00

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.