

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2143842
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKV20SK092870
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$170.00	SITE/WAREHOUSE	094 / 094A
OWNER INFORMATION		ITEM #	CKT20RDSE-94
		DEALER RO #	75301
		CLAIM START DATE	12/09/2024
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	70-656-01-11-003753	Control Box - Appliances/Roof AC (Furrion)/Replace/Electrical		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2024-12-09 08:30:05 :: A/C AND FURNACE DO NOT WORK AC AND FURNACE DO NOT WORK Checked operation of furnace and air conditioner. Neither will run. Combination thermostat does not come on. Checked for power at thermostat, furnace and at air conditioner. Power at all locations. The board in air conditioner has a brown spot on it and it is warm in that area. Control board is bad and needs replaced. 12-6-2024: Turned in parts for a new control board for AC. Remounted all areas except AC control board and ceiling plenum.			
Model#	FACT12CA-PS	Dlr Sub Hrs	1.00	Sub Labor Amt \$170.00
Serial#	10001796724082400051	Appr Hrs	0.50	Appr Labor Amt \$85.00

Notes

sent to vendor thank you

Case #5508562 regarding 2143842 : 4X4TCKV20SK092870 - BASDEN RV CENTER INC

Thank you for contacting the Lippert Customer Care Center. Case #5508562 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

thread::IRQnUPdscBOBjBXkyD5oFR8::

ANYUPDATE

vendors are given 48hrs to reply to initial request before we can authorize/ deny claims
vendor authorized for the R&R of the control box at .50hr labor thank you:

Hello Erin,

Case 5508562

VIN 4X4TCKV20SK092870

We will approve up to .50 for labor.

This is pre-auth for the R&R of the control box 2021130948.

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.

We appreciate your business!

Thank you,
Makala R.
Care Center Customer Service Representative
P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

Labor

Line#	Operation Code	Operational Description
2	60-141-19-00-001596	Tub Surround - Plumbing/Shower, Tub Surround/Reseal/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2024-12-09 08:33:30 :: SHOWER SURROUND BOWED OUT AT BOTTOM SHOWER SURROUND BOWED OUT AT BOTTOM Added screws to bottom surround to secure to shower base.	
Model#	Dlr Sub Hrs	0.20
	Sub Labor Amt	\$34.00
Serial#	Appr Hrs	0.20
	Appr Labor Amt	\$34.00
Notes		

Labor

Line#	Operation Code	Operational Description
3	30-101-02-00-001076	Hinged Passage Door - Interior/Interior Doors/Adjust/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2024-12-09 08:34:38 :: BATHROOM DOOR NEEDS ADJUSTED BATHROOM DOOR NEEDS ADJUSTED (NOTED ON DELIVERY) Door hits striker plate when closing. Tightened screws in latch plate set lock plunger.	
Model#	Dlr Sub Hrs	0.20
	Sub Labor Amt	\$34.00
Serial#	Appr Hrs	0.20
	Appr Labor Amt	\$34.00
Notes		

Submitted	Labor Amt	\$238.00	Approved	Labor Amt	\$153.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$238.00		Total	\$153.00

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.