

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA Labor rate: \$185.00 OWNER INFORMATION JAMES I SHERMAN 1611 GEORGE ST Lawrenceville, IL 62439 USA Retail Date of Purchase 04/21/2025	CLAIM STATUS Authorized CLAIM 2275301 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 4X4TCKX25SK091792 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 094 / 094A ITEM # CKT22CE-94 DEALER RO # 76502 CLAIM START DATE 04/24/2025 CLAIM END DATE 01/01/1900 WARRANTY EXPIRATION DATE 04/21/2026
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Claim Line Details

Labor

Line# 1	Operation Code 70-656-01-11-003753	Operational Description Control Box - Appliances/Roof AC (Furrion)/Replace/Electrical	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2025-04-24 10:25:55 :: THE THERMOSTAT IS NOT WORKING FOR THE FURNACE FAULTY CONTROL BOARD Checked all connection and wires tested wires showing 14.2v going to furnance but still not kicking on bad control box put in new control box and furnance is working properly		
Model#	FACC10ESSA-BL	Dir Sub Hrs 0.50	Sub Labor Amt \$92.50
Serial#	10001686294042420687	Appr Hrs 0.50	Appr Labor Amt \$92.50

Notes

please provide pics of the control box tag.
 thank you
 PHOTO UPDATED
 sent to vendor thank you

Case #5811255 regarding 2275301 : 4X4TCKX25SK091792 - BASDEN RV CENTER INC

Thank you for contacting the Lippert Customer Care Center. Case #5811255 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.

For our Dealer and Reseller customers , to see status of your support case please be sure to visit our Business Account Center.

Lippert Business Account Center: Login (lippert.com)

- If you have any questions regarding the Business Account Center, please email customerservice@lci1.com with ATTN: Accounts/Community in the subject line or call 432-LIPPERT (432-547-7378) and ask to speak to Accounts/Community

Thank you,

Lippert Customer Care

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OK THANKS FOR LETTING ME KNOW

vendor authorized for the R&R of the CONTROL BOX at .50hr labor thank you:

Hello Erin,

Case 5811255
VIN 4X4TCKX25SK091792

We will approve up to .50 for labor.

This is pre-auth for the R&R of the control board FACC10ESSA-BL / 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. .

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

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

Submitted			Approved		
Labor Amt		\$92.50	Labor Amt		\$92.50
Parts & Freight		\$0.00	Parts & Freight		\$0.00
Total		\$92.50	Total		\$92.50

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.