

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2311516
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKD27RX163187
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	017 / 017A
OWNER INFORMATION		ITEM #	ACKT272RK
LORRY MALONE		DEALER RO #	76838
407 E ST PETERSBURGH ST		CLAIM START DATE	05/27/2025
Robinson, IL 62454		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	03/01/2025	WARRANTY EXPIRATION DATE	03/01/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	70-469-01-11-003315	Furrion Refrigerator - complete - Appliances/Refrigerator (Furrion)/Replace/ Electrical		
	Complaint, Cause, Correction	Original Note : bhoffman@americanrvcenter.com, 2025-05-27 09:50:20 :: FRIDGE IS NOT COOLING Pulled unit into shop. Hooked up to shore power. Opened slide room. Turned on fridge and let r7n for 3 hours. Fridge and freezer aren't cold.Removed mounting screws for fridge. Placed cardboard and a blanket on the floor. Pulled fridge. Removed access panel. Took reading for diag sheet and returned to warranty. WILL HAVE TO REPLACE THE FRIDGE		
Model#	GRF10DBGR	Dlr Sub Hrs	3.00	Sub Labor Amt \$555.00
Serial#	2022071755	Appr Hrs	1.10	Appr Labor Amt \$203.50

Notes

Sent vendor form.
 Sent to Furrion for review.
 Case #5893323 regarding 2311516 : 4X4TCKD27RX163187
 Thank you for contacting the Lippert Customer Care Center. Case #5893323 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
 thread::jUUAZ3xfZGnKsnlajmDRh8::

1902 W Sample St, South Bend, IN 46619

2311516 : 4X4TCKD27RX163187
Please review for coverage.
[cid:image001.png@01DBC09.68FF78F0]

Thank you,

[Forest River Logo]<https://secure-web.cisco.com/1wLldhwbo2WtKupJd0oMrGBnCYt1fb6f2WzdPDrUQIPNKCmutOp0CtSPrOS9NPDo_jqGppWAwZwcuNWHntmyad2VjSAo0YZgsKtrxV4Mq_54nZ-lq6LsSdK2objKxQiKCMIP-bjB7Gc5v1yZNS9G5pNkx6bRylb826HHyk4aKehmNd9P9Assmts64_0ZizjSw3bBmchGCx-dAb1bUypyunPFQuJypSWd3yiBP8kWYS5yOSb0jzzHnGQt7PS8ZPHu/https%3A%2F%2Fwww.forestriverinc.com%2F>

Andrew Adams
Cherokee Warranty preauth
aadams@forestriverinc.com<<mailto:aadams@forestriverinc.com>>
office: (260) 499-2100

***Vendor authorized the compressor control board, not seeing a repair code for this.
Hello Andrew,

Case 5893323
VIN 4X4TCKD27RX163187

We will approve up to 1.1 for labor.

This is pre-auth for the R&R of the Compressor Control Board - 2021149633.

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,

Chris S.
Lippert Customer Care
Care Center Customer Service Representative
Phone: 432 LIPPERT - (432) 547-7378
Fax: 574-537-7161
Email: warranty@furrion.com

Labor
Line# 2

Operation Code
70-469-01-11-003315

Operational Description
Furrion Refrigerator - complete - Appliances/Refrigerator (Furrion)/Replace/

Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-06-09 12:02:33 :: replace the fridge the board didnt fix ti

Model# GRF10DBGR

Dir Sub Hrs 3.00

Sub Labor Amt \$555.00

Serial# 2022071755

Appr Hrs 1.50

Appr Labor Amt \$277.50

Notes

Dealer emailed vendor:

The board did not fix this issue please advise we need to replace a fridge

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
600 EAST BASELINE RD
EVANSVILLE, IN 47725
PH. 812-867-5200 EXT 263
FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM
**Our phone system does not activate until 9 A.M. Central **

DOES NOT COOL
Hello Andrew,
Case 5893323
VIN 4X4TCKD27RX163187

We will approve up to 1.50 for labor.

This is pre-auth for the R&R of the REFER 2021124518.

To expedite this repair, Lippert will place a no-charge order for the replacement, shipping it directly to the repair facility. Please provide the following shipping information for processing the no-charge warranty order:

- Company Name
- Site Contact
- Phone Number
- Email
- Shipping Address

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.

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
E: customerservice@lci1.com
Lippert

Submitted		Approved	
Labor Amt	\$1,110.00	Labor Amt	\$481.00
Parts & Freight	\$0.00	Parts & Freight	\$0.00
Total	\$1,110.00	Total	\$481.00

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.