

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2363298
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKFC5TY039054
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	095 / 095A
OWNER INFORMATION		ITEM #	CKT17SC-95
		DEALER RO #	77157
		CLAIM START DATE	07/11/2025
		CLAIM END DATE	01/01/1900

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 70-155-01-11-001810	Operational Description EverChill Mini Refrigerator - Appliances/Mini Refrigerator (EverChill)/Replace/ Electrical		
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:01:25 :: THE OUTSIDE FRIDGE HITS THE DOOR outside fridge hits door outside fridge door hits exterior door but it looks to be designed that way. fridge door has scratch on it. parts order request submittted.			
Model# NA	Dlr Sub Hrs	0.50	Sub Labor Amt	\$92.50
Serial# NA	Appr Hrs	0.50	Appr Labor Amt	\$92.50
	Notes please replace mini refrigerator please adjust cable so the new refrigerator doesn't get damaged thank you			

Labor

Line# 2	Operation Code 40-196-24-11-001297	Operational Description Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical		
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:04:28 :: INSIDE FRIDGE ISAN'T WORKING inside fridge not working inside fridge would not turn on. checked fuse on break and it was not blown then checked fuse on fridge itself and it was also not blown.took all screws out of fridge to move it out of place and see behind fridge. after removing the quick clip connect for wires checked and saw that the wires giving power had voltage. switched the connect clips to a crimp for all wires and fridge light turned on as well as fridge itself and freezer.			
Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$185.00
Serial#	Appr Hrs	0.80	Appr Labor Amt	\$148.00
	Notes Please repair the wiring on the refrigerator vcb as already wired by vender thank you			

Labor

Line# 3	Operation Code 60-138-01-00-001537	Operational Description Black Tank No Fuss Flush Valve - Plumbing/Drainage System/Replace/No Tread Code		
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:05:37 :: LEAKE INSIDE BLACK TANK FLUSH leak in black tank flush vaccum during PDI found a leak in black tank flush vacuum. got new job line created. attache hose to outside black tank flush and found vacuum still leaking. turned off water recived new B&B vacuum flush and attached it to flush lines. truned water back on and found no leaks when new vacuum was			

attached.

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$55.50
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$55.50

Notes

Labor

Line# 5

Operation Code	Operational Description
20-66-01-00-000659	Entry Door with Graphics - Exterior/Entry Doors/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:08:42 :: ENTRY DOOR HARD TO SHUT. HAS TO BE SLAMMED entry door has to be forced shut tried adjusting door within frame to fix did not work. tried using wood blocks to adjust door slightly. also did not work. door bows hard around middle of door and cannot hit the plate to lock without begin slammed Additional Note : bhoffman@americanrvcenter.com, 2025-07-11 10:10:47 :: NEED TO REPLACE THE ENTRY DOOR

Model#	Dlr Sub Hrs	2.00	Sub Labor Amt	\$370.00
Serial#	Appr Hrs	1.10	Appr Labor Amt	\$203.50

Notes

please attach picture of the door tag
thak you
sent to vender
thank you

Case #6034347 regarding 2363298 : 5ZT2CKFC5TY039054 - BASDEN RV CENTER INC

Thank you for contacting the Lippert Customer Care Center. Case #6034347 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

Case Number: 6034347 VIN: TY039054

Hello Knitta Carter,
Thank you for contacting Lippert Customer Care Center.

Can you please provide the following information?

- Photo of the complete door and frame from straight on, outside view, with the door completely closed
- Photos of each hinge from the inside with the door open
- Photos of the inner frame measurements at the top, the middle, and the bottom. I have attached a photo for reference.
- Photos of the striker plate

****Our new Care Center hours are 8:00am-5:30pm EST, Monday - Friday****

Best Regards,

Tristan M.
Care Center Customer Service Representative
p: 432:LIPPERT | f: 574.534.7161
e: customerservice@lci1.com

please replace entry door
not install issue
entry door has a camber issue

vcb

Labor

Line# 6

Operation Code **Operational Description**
20-44-19-00-000553 Roof Moldings - Front or Rear - Exterior/Roof/Reseal/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:14:24 :: ROOF NEEDS SELF LEVELER SEALANT
roof needed sealing grabed a step ladder climbed on roof took pictures of the voids on roof the grab sealent and
filled voids with sealent. took pictures of voids now sealed.

Model# **Dlr Sub Hrs** 0.20 **Sub Labor Amt** \$37.00

Serial# **Appr Hrs** 0.20 **Appr Labor Amt** \$37.00

Notes

Labor

Line# 7

Operation Code **Operational Description**
20-66-24-00-000674 Entry Door Weather Stripping - Exterior/Entry Doors/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:15:20 :: ON THE ENTRY DOOR THERE IS A FEW
SCRACHES ON THE TRIM ON THE SIDE scratches on exterior door trim cut seal holding in scratched trim piece
the removed the screw in the top of door fram holding in trim. pulled scratched trim out the inserted new piece
into trim frame. put the screw back inside to secure trim and clipped in new piece. added seal wear it had been
removed.

Model# **Dlr Sub Hrs** 0.30 **Sub Labor Amt** \$55.50

Serial# **Appr Hrs** 0.20 **Appr Labor Amt** \$37.00

Notes

closest code found for a repair/touch up
After review, entry door trim appears to be touch up not replaced.
please touchup entry door trim

thank you

Labor

Line# 8

Operation Code **Operational Description**
40-109-01-11-001310 Battery Disconnect Electronic Solenoid - Electrical/Ignition Charging System/
Replace/Electrical

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2025-07-11 10:18:27 :: BATTERY DISCONNECT PLATE HAS
CRACK IN IT crack in battery disconnect plate. crack on plate of battery disconnect. parts request put in.

Model# **Dlr Sub Hrs** 0.20 **Sub Labor Amt** \$37.00

Serial# **Appr Hrs** 0.20 **Appr Labor Amt** \$37.00

Notes

please replace battery disconnect thank you

Submitted	Labor Amt	\$832.50
	Parts & Freight	\$0.00
	Total	\$832.50

Approved	Labor Amt	\$610.50
	Parts & Freight	\$0.00
	Total	\$610.50

DEALER

DATE

CUSTOMER

DATE

SIGNATURE

I certify that I have performed these repairs consistent with Forest River Policies.

SIGNATURE

All repairs described have been inspected and are satisfactory.