

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2361269
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5NHFCTH28RC222450
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$185.00	SITE/WAREHOUSE	073 / 073D
OWNER INFORMATION		ITEM #	CKF320PACK13.5-73D
KARL KOZIATEK		DEALER RO #	77253
16176 UNICORN ROAD		CLAIM START DATE	07/09/2025
Cannelton, IN 47520		CLAIM END DATE	01/01/1900
USA			
Retail Date of Purchase	08/23/2024	WARRANTY EXPIRATION DATE	08/23/2025

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description
	40-120-01-11-003646	One Control Unity X1 Board - Electrical/Wireless Remote Control System (Lippert)/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2025-07-09 16:27:40 :: THE LCI ONE CONTROL IS NOT WORKING AND FLASHING 5 TIMES Pulled unit into shop and hooked up to shore power. The controll panel flashed 5 times. None of the functions work on the controll panel. Removed the controll panel from the wall and removed the power wires to complete a hard reset. Nothing changed. Plugged board back into power and pushed the red button on the back of the board. Nothing changed. Contacted tech support and was told to locate the unity board and then take voltage and ohms measurements at the controll board and unity board. Unplugged the unit from shore power and disconnected the solar management system from the battery sine there isn't a shut off for it. The voltage at the battery is 13.2 volts. The voltage at the controll board and the unity board is 13.1. The ohms reading at the unity board is 118. The ohms reading at the controll board. There is another canbus wire that leads down into the floor. Tried to locate where this wire goes to so icould test it. Verified that the wire was prepped for self levsystem but was not installed. Swapped can bus wires and tried to get board to function. Nothing changed. I downloaded the one controll application on my phone and tried to access the unity board functions. I couldn't get the unity board to respond tech support said it's the unity board that is bad. Cleaned up tools and typed notes. Filled out parts request form.Parked unit. CASE 6022828	
Model#	Dir Sub Hrs	Sub Labor Amt
	4.00	\$740.00
Serial#	Appr Hrs	Appr Labor Amt
	0.50	\$92.50

Notes

Sent to the vendor 7/10/25
Case #6025873 regarding 2361269 : 5NHFCTH28RC222450

Thank you for contacting the Lippert Customer Care Center. Case #6025873 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

Total \$1,110.00

Total \$148.00

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.