

# FOREST RIVER WARRANTY CLAIM FORM

|                         |            |                          |                   |
|-------------------------|------------|--------------------------|-------------------|
| DEALER ACCOUNT #        | 0005106    | CLAIM STATUS             | Authorized        |
| BASDEN RV CENTER INC    |            | CLAIM                    | 2401422           |
| DBA AMERICAN RV CENTER  |            | CLAIM ORIGIN             | WEB               |
| 600 E BASELINE ROAD     |            | ORIGINAL CLAIM ID        |                   |
| EVANSVILLE, IN 47725    |            | VIN                      | 5ZT2CRRB4SF078997 |
| USA                     |            | CHASSIS VIN              |                   |
|                         |            | MILEAGE                  | 0                 |
| Labor rate:             | \$185.00   | SITE/WAREHOUSE           | 086 / 086B        |
| OWNER INFORMATION       |            | ITEM #                   | CRT26CJ-86        |
| BRENT MILEY             |            | DEALER RO #              | 77480             |
| 1339 S ALVORD BLVD      |            | CLAIM START DATE         | 08/14/2025        |
| Evansville, IN 47714    |            | CLAIM END DATE           | 01/01/1900        |
| USA                     |            |                          |                   |
| Retail Date of Purchase | 08/29/2024 | WARRANTY EXPIRATION DATE | 08/29/2025        |

## Claim Line Details

### Labor

| Line#                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Operation Code      | Operational Description                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------|
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 70-222-01-11-002716 | Girard GSWH-2 Water Heater - complete - Appliances/Water Heater (Girard)/<br>Replace/Electrical |
| <b>Complaint, Cause, Correction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                                                                                                 |
| Original Note : bhoffman@americanrvcenter.com, 2025-08-14 09:40:50 :: CUSTOMER NOTICED A WATER LEAK COMING FROM THE WATER HEATER. CUSTOMER WINTERIZED UNIT AND WONDERS IF HE GOT THE WATER HEATER CLEARED OUT PROPERLY. Checked water heater for leaks. I found that the flow meter was leaking out of the bottom seal. The housing might be cracked. I would have to pull the water heater and take it apart in order to check all the parts. It would be better to get the parts before taking it apart. I turned in a parts request for the parts i would need to fix the water heater. Additional Note : bhoffman@americanrvcenter.com, 2025-08-14 09:44:59 :: PLEASE LOOK AT PHOTOS WE NEED THREE PARTS PLEASE ADVISE |                     |                                                                                                 |
| Model#                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NA                  | Dlr Sub Hrs 1.20 Sub Labor Amt \$222.00                                                         |
| Serial#                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | NA                  | Appr Hrs 0.00 Appr Labor Amt \$0.00                                                             |

### Notes

submitted to vendor  
Case #6135272 regarding 2401422 : 5ZT2CRRB4SF078997

Thank you for contacting the Lippert Customer Care Center. Case #6135272 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

Hello Jamie,

Case 6135272  
VIN 5ZT2CRRB4SF078997

I am unable to proceed with warranty consideration at this time. It appears that the flow sensor might just not be seated correctly. When this occurs, you can reposition the plumbing for a good fit and then replace the screw with a M4-0.7x8 screw. You might also make sure the o-ring is in a good position and has not been twisted.

If the o-ring is resealed and it's still leaking, please let us know to continue with warranty consideration.

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

Hello Jamie,  
Case 6135272  
VIN 5ZT2CRRB4SF078997

I am unable to provide authorization for this unit. Based on the photos and description of issue provided, this unit shows clear evidence of the unit freezing, resulting in the damage to the copper piping/fitting. We must respectfully deny the request for warranty coverage.

The expansion of the ice forces apart the flow sensor from the pipe flange which holds the o ring which creates the seal between the two parts. This can also happen at the connection between the inlet pipe and the inlet water valve.

When this situation happens, it is repairable. Many times, the tip of the set screw will break off inside the groove of the plumbing flange. If this occurs reposition the plumbing for a good fit and then replace the screw with a M4-0.7x8 screw. If the screw cannot be removed, then replace the flow sensor (PN 2GWH-24) and / or the inlet pipe (PN 2GWH-19 or 2GWH-19A). Access to the inlet pipe set screw is through the back left side of the water heater case as looking at the water heater from inside the RV.

We appreciate your business!

Thank you,

Jackie J.  
Care Center Customer Service Representative  
P: 432-LIPPERT | f: 537.534.7161  
E: warranty@furrion.com  
Lippert

**Labor**  
**Line# 2**

**Operation Code**  
60-137-01-00-001645

**Operational Description**

Toilet Water Valve - Plumbing/Toilet (Thetford)/Replace/No Tread Code

**Complaint, Cause, Correction**

Original Note : bhoffman@americanrvcenter.com, 2025-08-14 09:47:37 :: CUSTOMER ADVISES THAT THERE IS A LEAK COMING FROM THE BACKSIDE OF THE TOILET. Top of flush valve is leaking when flushing. It sprays the bottom of the toilet seat. I checked the toilet for leaks. I found that the flush valve is leaking at the top of the valve. It needs a new valve.

|                   |                    |      |                                |
|-------------------|--------------------|------|--------------------------------|
| <b>Model#</b> NA  | <b>Dlr Sub Hrs</b> | 1.00 | <b>Sub Labor Amt</b> \$185.00  |
| <b>Serial#</b> NA | <b>Appr Hrs</b>    | 1.00 | <b>Appr Labor Amt</b> \$185.00 |

**Notes**

Labor

Line# 3

Operation Code  
60-136-01-00-001502

Operational Description  
Water Filter Canister & Lid - Plumbing/Fresh Water Supply/Replace/No Tread Code

Complaint, Cause, Correction  
Original Note : bhoffman@americanrvcenter.com, 2025-08-14 09:49:00 :: WATER FILTER HOUSING IS LEAKING AT ELBOW Found that the filter housing was leaking at the fittings I took the filter apart and found that there was no thread tape or pipe dope used on the fittings. I applied thread tape to both fittings and reinstalled the filter housing. The fittings are no longer leaking.

Model#  
Serial#

Dlr Sub Hrs  
Appr Hrs

0.20  
0.20

Sub Labor Amt \$37.00  
Appr Labor Amt \$37.00

Notes

|           |                 |          |          |                 |          |
|-----------|-----------------|----------|----------|-----------------|----------|
| Submitted | Labor Amt       | \$444.00 | Approved | Labor Amt       | \$222.00 |
|           | Parts & Freight | \$0.00   |          | Parts & Freight | \$0.00   |
|           | Total           | \$444.00 |          | Total           | \$222.00 |

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.