

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2408501
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKZ29SK092084
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	094 / 094A
Labor rate:	\$185.00	ITEM #	CKT24RRT-94
OWNER INFORMATION		DEALER RO #	77601
ROBERT W FISHER II		CLAIM START DATE	08/20/2025
1027 ST GEORGE RD		CLAIM END DATE	01/01/1900
Evansville, IN 47711			
USA			
Retail Date of Purchase	02/27/2025	WARRANTY EXPIRATION DATE	02/27/2026

Claim Line Details

Labor

Line#	Operation Code	Operational Description
1	20-66-01-00-000658	Entry Door - Exterior/Entry Doors/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : bhoffman@americanrvcenter.com, 2025-08-20 15:01:13 :: CUSTOMER ADVISES THAT THE GLASS ENTRY DOOR SHATTERED WHEN CUSTOMER CLOSED THE DOOR. DOOR IS SHATTERED AND NEEDS REPLACED	
Model#	Dir Sub Hrs	2.10
	Sub Labor Amt	\$388.50
Serial#	Appr Hrs	1.30
	Appr Labor Amt	\$240.50

Notes

sent to vendor thank you

Case #6155097 regarding 2408501 : 4X4TCKZ29SK092084 - BASDEN RV CENTER INC

Thank you for contacting the Lippert Customer Care Center. Case #6155097 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-LIPPET (432-547-7378) and ask to speak to Accounts/Community

Thank you,

Lippert Customer Care

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any update

no update as of today (Friday) vendor's have 48-72hrs to reply to requests. thank you
vendor requesting the following via email thank you:

Case Number: 6155097
VIN: SK092084

Hello Erin Allen,
Thank you for contacting Lippert Customer Care Center.

Can you please provide a photo of the door ID tag?

****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
Lippert

photo sent
vendor authorized for the R&R of the ENTRY DOOR W/ DECAL at 1.30hrs labor thank you:
Case Number: 6155097
VIN: SK092084

Hello Erin Allen,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new entry door and 1.3 hours of labor.

****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
Lippert

Submitted	Labor Amt	\$388.50	Approved	Labor Amt	\$240.50
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$388.50		Total	\$240.50

DEALER
SIGNATURE

DATE

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

CUSTOMER
SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.