

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS		Authorized
BASDEN RV CENTER INC		CLAIM		2427433
DBA AMERICAN RV CENTER		CLAIM ORIGIN		WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID		
EVANSVILLE, IN 47725		VIN		5ZT2CAXB6SX033056
USA		CHASSIS VIN		
		MILEAGE		0
Labor rate:	\$185.00	SITE/WAREHOUSE		205 / 205
OWNER INFORMATION		ITEM #		ACAT323BHDSCKLE
RYAN N ALLEN		DEALER RO #		77753
804 WEST ELM ST		CLAIM START DATE		09/08/2025
Haubstadt, IN 47639		CLAIM END DATE		01/01/1900
USA				
Retail Date of Purchase 06/09/2025		WARRANTY EXPIRATION DATE		06/09/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	20-66-01-00-000658	Entry Door - Exterior/Entry Doors/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2025-09-08 11:25:03 :: WE LOOKED AT DOORS ON WORK ORDER 77706. ON THAT WORK ORDER, WE FOUND THAT THE DOORS OPEN AND CLOSE GOOD. HOWEVER WHEN BJ CALLED CUSTOMER, HE FOUND THAT THE PROBLEM IS WITH THE FRONT DOOR ONLY. CUSTOMER ADVISED THAT IF THE DOOR IS LEFT OPEN OVERNIGHT, IT WILL BE DIFFICULT TO OPEN BY MORNING. BJ AND JTW LEFT DOOR OPEN OVERNIGHT. THE DOOR WOULD LATCH THE NEXT MORNING, BUT ONCE IT DID, IT WAS DIFFICULT TO GET THE HANDLE TO RELEASE TO GET IT TO OPEN. BJ CALLED CUSTOMER TO DISCUSS FINDINGS. CUSTOMER AGREED THAT IT WAS DUPLICATING WHAT HE IS EXPERIENCING. CUSTOMER ALSO ADVISED THAT WHEN IT DOES THIS, IT IS NEAR IMPOSSIBLE TO LOCK THE DEADBOLT FROM THE INSIDE. CUSTOMER ALSO ADVISED THAT IT GETS MORE DIFFICULT TO CLOSE THE LONGER WE LEAVE IT OPEN. CUSTOMER STORES THE TRAILER INDOORS AND HE LEAVES THE DOORS OPEN WHEN IT IS IN STORAGE TO HELP KEEP IT VENTALATED. BJ ASKED CUSTOMER IF WE COULD KEEP UNIT INDOORS OVER THE WEEKEND WITH THE DOORS OPEN TO DETIRMINE ON MONDAY IF THE DOOR /FRAME NEEDS TO BE REPLACED OR NOT. Door bowed Laid a straight end on the in and the outside to show the door was bowed in the middle at the latch. need to repalce the entry door			
Model#	Dlr Sub Hrs	2.20	Sub Labor Amt \$407.00	
Serial#	Appr Hrs	1.00	Appr Labor Amt \$185.00	

Notes
 PENDING VND REVIEW
 VENDOR HAS REQUESTED ADDITIONAL INFORMATION. PLEASE REPLY ALL WHEN RESPONDING TO THEIR EMAIL
 Thank you for contacting Lippert Customer Care Center. Please provide the following so we may further review your request:

- What repair that are wanting to complete?
- Photos of all 3 complete hinges from the inside while the door is open
- Photos of the latch & striker
- Photos clearly showing the 3 side to side door inner frame measurements at top, middle and bottom (please see Flat Rate Chart for reference photos)
- Side view of the closed door against the sidewall
- Complete door and frame from outside, closed, straight on view
- Complete door and frame opened view

UPDATE
 VND AUTHORIZED VCB LCI
 Case Number: 6202954
 VIN: SX033056

Hello Leah Nissley,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new window and 1 hour of labor.

Submitted	Labor Amt	\$407.00
	Parts & Freight	\$0.00
	Total	\$407.00

Approved	Labor Amt	\$185.00
	Parts & Freight	\$0.00
	Total	\$185.00

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.