



Ashlee Olsen <ashlee@dealer-advisors.com>

Re: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

1 message

Ben Hoffman <bhoffman@americanrvcenter.com>
To: EmailToCase <customerservice@lci1.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Oct 21, 2025 at 10:15 AM

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
600 EAST BASELINE RD
EVANSVILLE, IN 47725
PH. 812-867-5200 EXT 263
FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****Our phone system does not activate until 9 A.M. Central ****

From: EmailToCase <customerservice@lci1.com>
Sent: Monday, October 13, 2025 10:14 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: Re: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

 auto-reply-header-v3

Case Number: 6264892
VIN: NB201553

Hello Ben Hoffman,

Thank you for contacting Lippert Customer Care Center. I have attached a claim form below. Please return to the email address listed at the bottom of the form.

 auto-reply-footer

Thank You,

Regan T
Care Center Customer Service Representative
p: 432.LIPPERT | f: 574.534.7161

----- Original Message -----

From: Ben Hoffman [bhoffman@americanrvcenter.com]

Sent: 10/10/2025 12:09 PM

To: customerservice@lci1.com

Subject: Re: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

WE HAVE ALREADY ORDERED THE FABRIC PLEASE DO NOT SEND ONE !!!!!

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****Our phone system does not activate until 9 A.M. Central****

From: EmailToCase <customerservice@lci1.com>

Sent: Tuesday, October 7, 2025 12:00 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: Re: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

 auto-reply-header-v3

Case Number: 6264892

VIN: NB201553

Hello Ben Hoffman,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new awning fabric at no charge and 1.5 hours of labor.

Please provide the following information for the order:

- Delivery Contact
- Delivery Address
- Delivery Contact Phone Number

Upon receiving this information our parts department will place the goodwill order. Once the work is completed, please submit your invoice for labor for payment. Please use the Warranty form attached if that would be helpful.

***Service fees and Travel Time are not covered under warranty and are the responsibility of the units owner.

 auto-reply-footer

Thank You,

Regan T
Care Center Customer Service Representative
p: 432.LIPPERT | f: 574.534.7161
www.lippert.com

----- Original Message -----

From: Ben Hoffman [bhoffman@americanrvcenter.com]
Sent: 10/4/2025 10:12 AM
To: customerservice@lci1.com
Subject: Re: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

Good morning

We are going to order one from you the rear awning is not affected

please advise thank you

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
600 EAST BASELINE RD
EVANSVILLE, IN 47725
PH. 812-867-5200 EXT 263
FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****Our phone system does not activate until 9 A.M. Central****

From: EmailToCase <customerservice@lci1.com>
Sent: Tuesday, September 30, 2025 9:13 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::

 auto-reply-header-v3

Case Number: 6264892

Hello Ben Hoffman,

Thank you for contacting Lippert Customer Care Center. We will work to resolve your matter, which may be replacing a component or facilitating your warranty concern. Please reply to this email directly providing the following items so that we may better assist you.

- Photos of the concern
- Photo of the White Identification Sticker from the awning roll tube with RPO or Variant number clearly visible

Unit information required:

- Full 17 Digit Vehicle Identification Number
- Date of Manufacturing
- Date of Purchasing
- Manufacturer
- Model/Floor Plan

Upon receipt of the requested information, we will review your request.

 auto-reply-footer

Thank you for contacting the Lippert Care Center.

Thank you,

Brandon A.
Lippert Care Center Customer Service Representative
w: 432-LIPPERT/ F:574.534.7161
E: customerservice@lci1.com

----- Original Message -----

From: Lippert Customer Care Center [customerservice@lci1.com]
Sent: 9/30/2025 10:10 AM
To: bhoffman@americanrvcenter.com
Subject: P&A Case #: 6264892 thread::u6WeJitZdOKo8uumCCSZrh8::



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Case #6264892

Thank you for contacting Lippert Customer Care Center. It was a pleasure speaking with you.

Case #6264892, has been created in response to your call. This number will be used in all communications regarding your case; please reference this number in the event you need to call us. If you prefer to email us, simply **reply to this email**. Additional resources are also available on the web at support.lci1.com.

Thank you,


Tracy


Lippert Customer Care

1902 W Sample St, South Bend, IN 46619

thread::u6WeJitZdOKo8uumCCSZrh8::

2 attachments

 **RO 77911.pdf**
608K

 **MX-C301W_20251010_113437.pdf**
717K