

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	2473708
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	4X4TCKY21SK092209
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	094 / 094A
Labor rate:	\$185.00	ITEM #	CKT23MK-94
OWNER INFORMATION		DEALER RO #	78067
JODY L BRENNING		CLAIM START DATE	10/21/2025
12772 STATE ROUTE 13		CLAIM END DATE	01/01/1900
Coulterville, IL 62237			
USA			
Retail Date of Purchase	06/13/2025	WARRANTY EXPIRATION DATE	06/13/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	40-108-24-11-001334	110 Volt Interior Wiring - Electrical/110 Volt Interior/Repair/Electrical		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2025-10-21 08:26:45 :: CHECK THE A/C GOT A E3 CODE CUSTOMER STATES THERE IS A LOUD NOISE WHEN TURNING OFF AND IT DOES NOT SOUND NORMAL. CUSTOMER ADVISES THAT THERE IS BLACK STUFF COMING FROM THE VENTS. TECH WILL HAVE TO LET IT RUN FOR A WHILE BEFORE IT WILL DUPLICATE. Blower fan had come loose and moved along the shaft. It was against the black styrofoam inside the discharge vent. The 120 volt wiring was installed thru the wrong hole. The clamp to hold the wiring is on the top side of the control box. They ran the wiring in the heat strip socket hole. Some of the WAGO connectors feel loose. I removed the inside air conditioner plenum. I found that the fan had moved on the motor shaft. I adjusted the fan and tightened down the set screw. I removed all of the WAGO connectors and replaced them with crimp connectors. I removed the 120 volt wiring from the control box and installed it into the correct hole. I tested the air conditioner and put the plenum back together. I let the air conditioner run over the weekend and it is all working as it should.			
	Model#	Dlr Sub Hrs	1.00	Sub Labor Amt \$185.00
	Serial#	Appr Hrs	1.00	Appr Labor Amt \$185.00
	Notes			
	thank you			

Labor

Line# 2	Operation Code	Operational Description		
	20-78-01-00-000799	Awning Fabric - Lippert - Exterior/Awnings (Lippert)/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : bhoffman@americanrvcenter.com, 2025-10-21 08:28:30 :: awning not folding in correctly. IT IS NOT CLOSING ALL THE WAY CHECK AND ADVISE. Morning material is rolled up with rankles. I rolled out the awning and found that the canvas had shrank in the center. The canvas needs replaced.			
	Model# V000602560	Dlr Sub Hrs	1.50	Sub Labor Amt \$277.50
	Serial# RPO0012706109	Appr Hrs	1.50	Appr Labor Amt \$277.50
	Notes			
	sent to vendor thank you			
	Case #6321651 regarding 2473708 : 4X4TCKY21SK092209 - BASDEN RV CENTER INC			

Thank you for contacting the Lippert Customer Care Center. Case #6321651 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

thread::nwKPC-eeeGCGXLcu-pvVuR8::

OK THANK YOU

vendor requesting the following via email thank you:

Case Number: 6321651

Hello Erin Allen,

Thank you for contacting Lippert Customer Care Center. Please reply to this email directly providing the following items so that we may better assist you.

- Photos of the fabric staking screws at the rail end
- Photos of the fabric cross measurements (please see page 2 on the guide attached)

Thank you,

Abby G.

Care Center Customer Service Representative

LIPPERT

P: 432-LIPPERT | f: 574.534.7161

E: customerservice@lci1.com

LIPPERT

BH SENT EMAIL BACK

thank you for replying to the vendor via email waiting for the vendor's response

ANY UPDATE

vendor authorized for the replacement of the FABRIC PART VCB Forest River will agree to the LABOR 1.50 on this claim thank you

Case Number: 6321651

VIN: SK092209

Hello Erin Allen,

Thank you for contacting Lippert Customer Care Center.

Unfortunately, there is no defect visible, therefore is not a warranty matter. However we would like to assist the customer.

We have reviewed your request and information provided and Lippert will authorize one new awning fabric as parts only if Forest River covers labor.

Thank you,

Abby G.

Care Center Customer Service Representative

LIPPERT

P: 432-LIPPERT | f: 574.534.7161

Labor

Line# 3 **Operation Code** **Operational Description**
60-137-20-00-001509 Thetford Toilet - Standard Model - Plumbing/Toilet (Thetford)/Reset/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-10-21 08:31:56 :: toilet not working right WHEN CUSTOMER SITS ON IT IT SHAKES. CUSTOMER ADVISES THAT IT DOES NOT FEEL STURDY. SEE BJ IF YOU HAVE QUESTIONS ON THIS Toilet feels loose. I checked the toilet and it is loose. I removed the toilet to check the flange. I did not find anything wrong with the flange. I checked all 4 screws to be sure that they are tight. I put the toilet back in place and tightened the anchor bolts. The toilet feels a bit tighter. To the floor after I reinstalled it.

Model# Dlr Sub Hrs 0.30 Sub Labor Amt \$55.50
Serial# Appr Hrs 0.30 Appr Labor Amt \$55.50

Notes
thank you

Labor

Line# 4 **Operation Code** **Operational Description**
30-99-24-00-001018 Day Night Shade or Roller Shade - Interior/Soft Goods/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-10-21 08:39:43 :: blinds needs to be lowered. CUSTOMER SAYS THE CURTAINS NEEDS TO BE LOWERED SO YOU CAN CLOSE THE BLINDS ALL THE WAY THIS IS THE BIG WINDOW BY THE DINNETTE AND THE BIG WINDOW BY THE COUCH. SEE BJ, HE CAN EXPLAIN THIS BETTER. The certain hold back brackets on all of the living room windows had been mounted too close together. I had to remove and move both certain hold back brackets on the small rear windows. The blinds would not pass between them. The slide room window only had one bracket that had to be moved. The back wall window blind was not mounted in the center of the window. I unhooked the blind and shifted it over so that it was center. Now, all of the blinds pass the certain hold backs.

Model# Dlr Sub Hrs 0.60 Sub Labor Amt \$111.00
Serial# Appr Hrs 0.30 Appr Labor Amt \$55.50

Notes
please change to the correct code- day and night shade code
CHANGED
thank you

Labor

Line# 5 **Operation Code** **Operational Description**
10-11-01-00-000208 Slide Out Slip On D-Seal - Frame & Chassis/Slide Out System-Seals/Replace/No Tread Code

Complaint, Cause, Correction
Original Note : bhoffman@americanrvcenter.com, 2025-10-21 08:40:50 :: THE BULB SEAL IS PEELING OFF OF THE WALL OVER THE SLIDE ROOM Bulb seal got stuck to sliding trim. The bulb seal was pulled off. It has been rolled up inside the top of the slide room. It needs replaced. I removed the old bulb seal. I cleaned up the sealer that was all over the slide room trim. I installed a new bulb seal and cap sealed the bulb seal.

Model# Dlr Sub Hrs 0.50 Sub Labor Amt \$92.50
Serial# Appr Hrs 0.50 Appr Labor Amt \$92.50

Notes
please change to the correct code- D-seal code
CHANGED
thank you

Submitted	Labor Amt	\$721.50
	Parts & Freight	\$0.00
	Total	\$721.50

Approved	Labor Amt	\$666.00
	Parts & Freight	\$0.00
	Total	\$666.00

DEALER DATE

SIGNATURE

I certify that I have performed these repairs consistent with Forest

CUSTOMER DATE

SIGNATURE

All repairs described have been inspected and are satisfactory.

