

# FOREST RIVER WARRANTY CLAIM FORM

<b>DEALER ACCOUNT #</b>	0008794	<b>CLAIM STATUS</b>	Paid
<b>MYERS RV CENTER INC</b>		<b>CLAIM</b>	2563708
12024 CENTRAL AVE S.E.		<b>CLAIM ORIGIN</b>	WEB
ALBUQUERQUE, NM 87123		<b>ORIGINAL CLAIM ID</b>	
USA		<b>VIN</b>	4X4TRLB25SZ195699
		<b>CHASSIS VIN</b>	
		<b>MILEAGE</b>	0
<b>Labor rate:</b>	\$190.00	<b>SITE/WAREHOUSE</b>	010 / 010D
<b>OWNER INFORMATION</b>		<b>ITEM #</b>	RLT2608BS-W
<b>KENNETH SHOEMAKER</b>		<b>DEALER RO #</b>	72344
4060 Red River Rd SW		<b>CLAIM START DATE</b>	01/28/2026
Los Lunas, NM 87031		<b>CLAIM END DATE</b>	01/28/2026
USA			
<b>Retail Date of Purchase</b>	03/20/2025	<b>WARRANTY EXPIRATION DATE</b>	03/20/2026

## Claim Line Details

### Labor

Line# 1	Operation Code	Operational Description
	40-120-01-11-003646	One Control Unity X1 Board - Electrical/Wireless Remote Control System (Lippert)/Replace/Electrical

#### Complaint, Cause, Correction

Original Note : stephanie@dealer-advisors.com, 2026-01-28 11:15:38 :: Original Note from claim 2449774 - did not print return label in time and it was denied ryliefayth@gmail.com, 2025-10-04 15:10:25 :: CUSTOMER STATES THE AWNING ON PASS. SIDE JUST QUIT WORKING. / Unity x270d board is bad / During the diagnostic for the awning not working found the awning was rolled up backwards was able to get it to unroll, extended and retracted it properly. During the retract found if you pressed the retract button the control panel would flash 5 times, after doing this three times in a row the fourth time the awning would retract. Located the unity x270d board by removing a lot of dishes and personal item and removing the access panel. Checked the connections which were good. 12v was tested with proper voltage. Removed the WERV control panel and checked the connections on the back of the board which were good. Was not able to locate the reset button on the unity board and called Lippert. Spoke with kathrine who gave a case number 6215239 then transferred me to Nick. During the conversation conducted a voltage test on the retract and only received static voltage. Nick explained to disconnect all power to the unity board wait 5 minutes, reconnect all power and on the back of the werv board press and hold the reset button until the lights flash. He said after the reset if the awning on retract does the same thing the unity board is bad and will have to be replaced. Disconnected all power to the unity board waited 5 minutes, reconnected the unity board, went to the werv panel removed it from the wall pressed the reset button until the lights flashed released the reset button and tested the awning on retract 3 times it did the exact same thing. The lights would flash and on the fourth press the awning would retract. Recommend the replacement of the unity x270d board as stated by Nick from lippert tech service. Will be on hold for parts Additional Note : ryliefayth@gmail.com, 2025-10-04 15:13:26 :: Needing auth to order part. Customer didn't buy here and any time not covered they will be charged for. Additional Note : ryliefayth@gmail.com, 2025-10-06 14:07:32 :: Coding as electrical because most time was spent on that, but techs also readjusted the awning once they got it to roll out since it had been rolled up backward. Additional Note : stephanie@dealer-advisors.com, 2026-01-28 11:18:23 :: This was already approved for the 1.5 hours. Additional Note : stephanie@dealer-advisors.com, 2026-01-28 11:20:56 :: aconsiglio@forestriverinc.com Authorized 1.5hrs to replace the unity board (Lippert part# 2023018428). Please note the time requested is excessive for this part. Flat rate to replace the unity board is 0.50, neither Forest River or the vendor are required to cover diag time. We are authorizing 1 extra hour on top of the 0.50 authorized by the vendor as goodwill. For future reference if a job is taking a long time to complete we do have a technical support team you can contact for assistance with repairs.

<b>Model#</b>	<b>Dlr Sub Hrs</b>	1.50	<b>Sub Labor Amt</b>	\$285.00
<b>Serial#</b>	<b>Appr Hrs</b>	1.50	<b>Appr Labor Amt</b>	\$285.00

#### Notes

\*\*authorized per vendor on claim 2449774\*\*  
 Authorized 1.5hrs to replace the unity board (Lippert part# 2023018428).

Please note the time requested is excessive for this part. Flat rate to replace the unity board is 0.50, neither Forest River or the vendor are required to cover diag time. We are authorizing 1 extra

hour on top of the 0.50 authorized by the vendor as goodwill. For future reference if a job is taking a long time to complete we do have a technical support team you can contact for assistance with repairs.

Hello there – We are providing a reminder that this repair line requires that this part be returned to us within 14 days of the claim be submitted for processing. Currently, there has not been a prepaid label created for return. Failure to return the part within this timeframe may result in denial of the repair. Please note that we are placing the claim back on the dealer’s side as we await the arrival of the defective part. Please only acknowledge this feedback once the part has shipped. Thank you for your partnership with Rockwood & Flagstaff.

Tracking number 1Z4E80759038493131 UPS Ground

**Part**

<b>Line# 1</b>	<b>Item #</b> F100409815	<b>Description</b> MONITOR PANEL PART - PFL MONITOR PANEL PART - PFL: DIMMING CONTROL BOARD, UNITY X270D - V# 2023018428   X (9A-SOP)			
	<b>Model #</b>	<b>Serial #</b>	<b>Part tag</b>	0000399812	
	<b>Sub Qty</b> 1.00	<b>Sub Dlr Price</b> \$630.54	<b>Sub Freight</b>	\$10.50	
	<b>Appr Qty</b> 1.00	<b>Appr Dlr Price</b> \$630.55	<b>Appr Freight</b>	\$10.50	

**Notes**

<b>Submitted</b>	Labor Amt	\$285.00	<b>Approved</b>	Labor Amt	\$285.00
	Parts & Freight	\$641.05		Parts & Freight	\$641.05
	Total	\$926.05		Total	\$926.05

\_\_\_\_\_  
**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.