

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0008794		CLAIM STATUS	Paid
MYERS RV CENTER INC		CLAIM	2510920
12024 CENTRAL AVE S.E.		CLAIM ORIGIN	WEB
ALBUQUERQUE, NM 87123		ORIGINAL CLAIM ID	
USA		VIN	4X4FCMR20S6014892
		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$190.00	SITE/WAREHOUSE	410 / 410
OWNER INFORMATION		ITEM #	CMF388FKH
TERI SHEA		DEALER RO #	71837
720 Solano Dr NE		CLAIM START DATE	11/25/2025
Albuquerque, NM 87110		CLAIM END DATE	03/10/2026
USA			
Retail Date of Purchase	01/17/2025	WARRANTY EXPIRATION DATE	01/17/2026

Claim Line Details

Labor

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

Complaint, Cause, Correction

Original Note : b.bryan@myersrv.com, 2025-11-25 10:43:28 :: Awnings would not extend or retract error code flashing on control panel. Awnings worked one time for the customer to extend the retract button was pressed and the awnings extended to retract the extend button had to be pressed for the awnings to retract. Attempting to diagnose awnings would not extend or retract at all./ In order to diagnose the issue with the awnings the The cabinet where the unity one control is located access panel had to be removed the cabinet door had to be removed because it was against the step mounting. Unity one control panel had to be unscrewed from the wall and from the floor pulled outside of the cabinet in order to begin testing. The first test was done with the separate power source Which both awning one in awning to extended and retracted correctly. Power test at the unity one box on the post there was no power on the retract side when the button was pressed. There was power on the extend. The wires for the awning one and awning too were both attached to the post for slide one the awnings extended and retracted correctly. Tested Tested the voltage of the battery was getting correct voltage tested the voltage at the unity one box it was slightly lower. Call Lippert technical support spoke to Tim case number 596-1274 went through the testing procedures with Lippert. Lippert informed that it was a grounding issue a ground was added between the unity one box in the ground bar inside the cabinet. Test the voltage again voltage was the same as the battery as it was at the unity one box the awnings still would not extend and retract correctly they would go out but they would not retract. Contacted Lippert again went through their testing procedures checking voltage as the buttons were pressed for extend and retract all voltage was found to be correct. Lippert determined that the unity one box was bad and needs to be replaced. The customers intend on using the unit therefore I had to put everything back as it was and to reconnect the wires for the awning to the unity one box and two reattach one of the unity one boxes back to the wall reattach the unit and one box back inside the storage area replace the cabinet door and put the cover back on. Additional Note :

b.bryan@myersrv.com, 2025-11-25 11:03:39 :: PLEASE NOTE CUSTOMER DID NOT BUY HERE. WHATEVER YOU DONT COVER THEY WILL BE CHARGED FOR

Model#	Dlr Sub Hrs	4.50	Sub Labor Amt	\$855.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$95.00

Notes

will need to submit to vendor

SO YOU WILL SUBMITT TO VENDER? OR WE NEED TO SUBMITT TO VENDER??

submitted to vendor

Per my manager regarding the times submitted. He stated to give flat rate times and to advise you that That is illegal to do and violates the Magnuson Moss Warranty Act. If you can't do it at flat rate times he has advised you not to work on the unit.

per vendorGood Afternoon!

Thank you for contacting Lippert. According to case 5961274 we gave authorization of the Unity board. Here's the pre-auth:

Case Number: 6412433
VIN:

Hello Jessica Ashby,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request with the information provided and Lippert will authorize warranty replacement of
Unity X270D PN 2023018428 and 0.5 hours of labor pending part return for testing.

Please return the parts to:

Lippert
Attn: WARRANTY
2020 Blakesley Pkwy
Bristol, IN 46507

Please ensure the case number is referenced on the package. Fill out the attached Warranty Parts Return form and include it with the returned product for testing.

The replacement will need to be ordered as normal. This can be done through our parts department by calling 432-LIPPERT or through the Lippert online store. Please reference the case number if you choose to order through the parts department.

Once the part has been tested, if found to be defective, Lippert will reimburse the cost of the part, plus markup, and shipping costs associated with this authorization. Please complete the attached
Warranty form to submit for payment.

If the part is not found to be defective, Lippert will not be responsible for the repair.

Thank you

US Dealers are required to return the part.
Part returned, tracking 1Z52E94A9095302944 via UPS

Part
Line# 1

Item #		Description			
F100670789		LIGHT CONTROL BOARD, X270D 3X30A, DIMMING CONTROL BOARD V# 2023018428			
Model #		Serial #		Part tag	0000405263
Sub Qty	1.00	Sub Dlr Price	\$357.89	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$357.89	Appr Freight	\$0.00

Notes

Labor
Line# 2

Operation Code	Operational Description
40-117-01-11-001379	Inverter - Electrical/Inverter/Replace/Electrical
Complaint, Cause, Correction	
Original Note : b.bryan@myersrv.com, 2025-11-25 11:06:27 :: CUSTOMER STATES INVERTER IS NOT CHARGING PROPERLY / RECEPTACLES IN KITCHEN LABELED INVERTER INOPERATIVE / No power to two plugs in the kitchen while the inverter is on/ During the diagnosis a check of the inverter itself both in the front having to remove a cover exposing wires running tests in the front at the control panel checking all other inverter plugged within the unit with your working GFI circuit is working the two plugs in the kitchen that are pop-up plugs on the passenger side are not working on inverter power do work on 120 power. Went through the unit in the inside trying to trace the wires to a junction box to see if wires may be disconnected Unable to locate any junction box replace the cover of the inverter put the trim kit plates back on the power cords for the actual slide where the inverter plugs are located. Place to call the forest river to get technical support to see where the junction box could be located no return call this job will be placed on hold. Two hours and 15 minutes Were spent attempting to diagnose the issue with the plugs in the kitchen./ WE NEED TO KNOW WHERE THE JUNCTION BOX IS IN ORDER TO COMPLETE THIS JOB	

Model# NEED DIRECTION	Dlr Sub Hrs 8.00	Sub Labor Amt \$1,520.00
Serial# 9999	Appr Hrs 8.00	Appr Labor Amt \$1,520.00

Notes

will need to submit to vendor
 WILL YOU SUBMIT TO VENDER OR DO WE NEED TO SUBMIT TO VENDER
 will need better pics of data tag
 No emailed response or call back to tech from factory on location of junction box The is not an issue with the inverter itself all other inverter plugs work except the two pop up plugs in the kitchen on the passenger side .
 the only Jbox on the unit is at the hitch.
 per vendor
 Hello Jessica,

If the batteries are tested and good and connected to the battery terminals then you should read 12V when you measure at the battery terminals at the back of the controller when you measure, not 4.87V

So please get the dealer to send us pictures of the DC Voltage measurement at the Battery + and - and Solar + and - terminals at the back of the controller, when the controller is connected.

I don't want this to time out - so providing an update. Customer has taken the unit for the holiday, will return first week of January.

no problem you will have plenty of time! :-)

Unit has arrived back at the dealership, so we should have requested info soon.

Great!

Good afternoon. This line has been a bit of an issue, and we were finally told today by Matt at Columbus that the outlets were mislabeled. Our technician has a lot of time into this trying to address the issue because of the outlets being mislabeled. Turns out, no repair is needed. We'd like to request 8 hours of labor for the diagnosis involved. This was a manufacturer issue due to the outlets being mislabeled.

any additional time will need to go through my manager jsummey@forestriverinc.com

Labor

Line# 3

Operation Code

40-124-01-11-001409

Operational Description

Solar Controller - Electrical/Solar Power/Replace/Electrical

Complaint, Cause, Correction

Original Note : b.bryan@myersrv.com, 2025-11-25 11:14:28 :: CUSTOMER STATES SOLAR SYSTEM NOT CHARGING PROPERLY/ To the correct type of battery all readings inside the unit indicate that the batteries are fully charged testing the battery itself indicates a full charge. Tested DCV from the solar to the controller at 22.88 Tested the out put from the controller to the batteries at 4.89 DCV Recommend replacement of the solar control panel

Model#	Dlr Sub Hrs 1.00	Sub Labor Amt \$190.00
Serial# 01002312312	Appr Hrs 1.00	Appr Labor Amt \$190.00

Notes

will need to submit to vendor
 WILL YOU SUBMIT TO VENDER???
 submitted to vendor
 PER VENDOR
 Thnak you for your inquiry.

This is Go Power tech support. Can we get a description of the issue. Is the controller not putting current to the batteries? Is the 4.89 volatge measured with a battery connected as teh controller needs battery power to run.

First step is to determine if we are getting proper voltage and current from the solar panel or panels on the roof to the back of the controller. If we are not getting proper voltage and current to the controller the controller will not put proper current to the battery. This could be a wiring issue or a problem with the output of a solar panel or the single panel on the roof. If we are getting proper voltage and current to the controller and the controller is not putting it to the battery it may be the controller.

****Controller does not charge batteries/Controller shows "0.0" amps charging****
Solution

Troubleshooting steps:

1. Ensure batteries are not full, charging amps will drop to near zero if batteries are full (meter the batteries, don't trust the display from the controller). In other words, if the battery is full the controller will not put current to them.
2. Ensure solar panel is clean and is in direct sunlight. An obstructed/dirty panel will yield poor results
3. Check input voltage at controller from solar panel (~18V-20V based on solar panel rating and sun conditions)
4. Use a multimeter to measure output current of each panel. (Note meter must be fused to 10 amps) It is possible the panel outputs current but not voltage.
5. Check wiring from solar panel to controller and controller to the batteries
6. Check for any fuse in-line in the system
7. Perform a hard reset on device. Disconnect all four wires from back of device and let sit for 15 minutes - reconnect all four wires and recheck

We have done all the testing as per our story. Batteries were charged and tested and were good. submitted to vendor
per vendor
Voltage at the Unity Board: 13.84 & Voltage at Unity where the Awnings are wired to: 13.22 (when extending) 13.10 (when retracting)
I don't want this to time out - so providing an update. Customer has taken the unit for the holiday, will return first week of January.
no problem you will have plenty of time! :-)
Unit has arrived back at the dealership, so we should have requested info soon.
great!
Additional photo added

Part

Line#	Item #	Description
1	USERPART	F100399926 - Digital Controller W/ Bluetooth 30 AMP
	Model #	Serial #
	Sub Qty	1.00
	Sub Dlr Price	\$74.00
	Appr Qty	1.00
	Appr Dlr Price	\$74.00
	Part tag	Sub Freight
		\$16.27
		Appr Freight
		\$16.27
	Notes	

Labor

Line#	Operation Code	Operational Description
4	40-196-24-11-001297	Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical
	Complaint, Cause, Correction	
	Original Note : b.bryan@myersrv.com, 2025-11-25 11:16:56 :: CUSTOMER STATES 50AMP PLUG NOT MOUNTED CORRECTLY AND NOT SECURED PROPERLY/ CUSTOMER STATES WHEN TRYING TO OPERATE AWNINGS CONTROL PANEL FLICKERS / SWITCHES ARE REVERSED / BOTH AWNING QUIT WORKING WHILE TRYING TO RETRACT/ Replug on the outside of the unit was removed from the side of the unit the interior or inside of the plug was unscrewed was turned right side up screws were put back in plug was reattached to the wall it is now in the correct position and operating correctly.	
	Model#	Dlr Sub Hrs
		0.70
		Sub Labor Amt \$133.00
	Serial#	Appr Hrs
		0.20
		Appr Labor Amt \$38.00
	Notes	

Labor

Line#	Operation Code	Operational Description
5	30-101-01-00-001089	Closet Wardrobe Door Hardware Trim - Interior/Interior Doors/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : b.bryan@myersrv.com, 2025-11-25 11:19:42 :: CUSTOMER STATES CLOSET DOORS WILL NOT STAY ON THE TRACK / WON'T LOCK PROPERLY/ Bottom guides out of track Travel locks hard to operate / Found 3 of 4 bottom guides were not in the track Loosened the set screws clipped the guides back into place and tightened the set screws Travel lock on the right door was set to far out to use properly Moved the wall portion of the lock inward 1/4 inch lock now works correctly Travel lock on the left door was set to high moved the wall portion of the lock down 1/4 inch now works correctly Completed job	
	Model#	Dlr Sub Hrs
		0.50
		Sub Labor Amt \$95.00

Serial#

Appr Hrs

0.50

Appr Labor Amt \$95.00

Notes

Labor

Line# 6

Operation Code

70-147-01-11-002315

Operational Description

Connexx HDMI, Ethernet Switch Box - Appliances/Television/Replace/Electrical

Complaint, Cause, Correction

Original Note : b.bryan@myersrv.com, 2025-11-25 11:22:14 :: CUSTOMER STATES SATELLITE WILL NOT OPERATE FROM INPUT FROM EXTERIOR/ Cable tv hook up with power on and off not working / Tested all cable and satellite cables and connections inside and the connection outside all tested working Tested the cable power switch and found it was not working Recommend replacement of the cable power switch see photos

Model#

SEE PICTS

Dlr Sub Hrs

1.00

Sub Labor Amt

\$190.00

Serial#

FR2162

Appr Hrs

1.00

Appr Labor Amt

\$190.00

Notes

Part

Line# 1

Item #

USERPART

Description

F100339043 Winegard Wall Plate

Model #

Serial #

Part tag

0000405264

Sub Qty

1.00

Sub Dlr Price

\$14.82

Sub Freight

\$0.00

Appr Qty

1.00

Appr Dlr Price

\$14.82

Appr Freight

\$0.00

Notes

Submitted	Labor Amt	\$2,983.00	Approved	Labor Amt	\$2,128.00
	Parts & Freight	\$462.98		Parts & Freight	\$462.98
	Total	\$3,445.98		Total	\$2,590.98

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.