

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0049080	CLAIM STATUS	Paid
TRI AM RV CENTER OF EAST TN		CLAIM	2274696
1202 IDELL ROAD (I-81 EXIT 23)		CLAIM ORIGIN	WEB
BULLS GAP, TN 37711		ORIGINAL CLAIM ID	
USA		VIN	4X4FCRR27RS233105

Labor rate: \$165.00

OWNER INFORMATION

DALE KYKER
1201 TUSCULUM BLVD
Greeneville, TN 37745
USA

CHASSIS VIN	
MILEAGE	0
SITE/WAREHOUSE	020 / 020
ITEM #	CRF391WOW
DEALER RO #	25283
CLAIM START DATE	04/23/2025
CLAIM END DATE	06/18/2025

Retail Date of Purchase	12/28/2024	WARRANTY EXPIRATION DATE	12/28/2025
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Claim Line Details

Labor

Line# 1	Operation Code 20-75-01-00-000759	Operational Description Dometic A&E Awning Slide Topper - complete - Exterior/Slide Topper (Dometic A & E)/Replace/No Tread Code
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Complaint, Cause, Correction

Original Note : ashlee@dealer-advisors.com, 2025-04-23 15:07:05 :: Complaint: Kitchen slide topper material is not correct, and bunching up Cause: The tube is bowed in the middle and causing the material to not roll up correctly Correction: R&R the complete slide topper hardware and material. There is not a tag on the slide topper

Model# 1	Dlr Sub Hrs	2.00	Sub Labor Amt	\$330.00
Serial# 1	Appr Hrs	1.00	Appr Labor Amt	\$165.00

Notes

SENT TO VENDOR FOR REVIEW
PLEASE SEE EMAIL SENT AS PER THE VENDOR.
PER VENDOR
Case Number: 5803384
VIN: RS233105

Hello Morgan Underwood,
Thank you for contacting Lippert Customer Care Center.

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

Part

Line# 1	Item # F100222428	Description AWNING, 192" SLIDE OUT TOPPER BLACK WITH HARDWARE V#V000430238 2021- 226099-				
	Model #	Serial #	Part tag			
	Sub Qty	1.00	Sub Dlr Price	\$324.71	Sub Freight	\$410.13
	Appr Qty	1.00	Appr Dlr Price	\$324.71	Appr Freight	\$410.13

Notes

Labor

Line# 2	Operation Code 40-197-01-11-001327	Operational Description Power Cord Reel - Motorized - Electrical/110 Volt Exterior/Replace/Electrical
	Complaint, Cause, Correction	
	Original Note : ashlee@dealer-advisors.com, 2025-04-23 15:08:33 :: Complaint: Power cord will not retract and roll up Cause: Rell is not working and will not roll up. It will work for a second, and then stops working Correction: R&R the power cord reel, then test	

Model#

Serial#

Dlr Sub Hrs

Appr Hrs

1.00

0.50

Sub Labor Amt \$165.00

Appr Labor Amt \$82.50

Notes
SENT TO VENDOR FOR REVIEW
PER VENDOR
I have RGA #05012025015 created for this, we've approved .50 hours to replace (1) REEL56-014 cord reel, we do not need the old one returned. A photo of the silver serial number sticker from the bottom side of the motor housing will be required with the claim.
ADVISE:: SUBMIT PICTURE OF SILVER SERIAL TAG ON BOTTOM OF EZ REEL TO CONTINUE PROCESSING. VENDOR REQUIRES THIS PICTURE TO AUTHORIZE
A photo of the silver serial number sticker from the bottom side of the motor housing will be required with the claim. PER VENDOR:: THIS IS A REQUIREMENT OF CLAIM WILL BE DENIED
ADVISE::: FINAL ATTEMPT::
IF NO PICTURE SUBMITTED CLAIM WILL BE DENIED. WHEN PICTURE AVAILABLE YOU CAN SUBMIT NEW CLAIM.
Thank you for your patience, we are attempting to get the photo from the customer. Thank you!
PLEASE SUBMIT AS SOON AS ATTAINED SO CLAIM CAN BE PROCESSED. IF NO PICTURE TO SUBMIT SOON CLAIM WILL BE DENIED. YOU CAN SUBMIT NEW CLAIM WHEN WARRANTY REQUIREMENTS ARE MET
Pictures added. Thank you for your patience!

Part					
Line#	1	Item #	Description		
		F100194681	E-Z REEL, FOR 50AMP POWER CORD, BUILT IN MOTOR, MOR/RYPDE 2020-		
		Model #	Serial #	Part tag	0000370432
		Sub Qty 1.00	Sub Dlr Price \$204.61	Sub Freight	\$45.65
		Appr Qty 1.00	Appr Dlr Price \$204.61	Appr Freight	\$45.65

Notes

Submitted			Approved		
	Labor Amt	\$495.00		Labor Amt	\$247.50
	Parts & Freight	\$985.10		Parts & Freight	\$985.10
	Total	\$1,480.10		Total	\$1,232.60

DEALER

SIGNATURE

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER

SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.