



Ashlee Olsen <ashlee@dealer-advisors.com>

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**RE: Preauth [ thread::ynC31zr1eQW-NY317Pa4IR8:: ]**

5 messages

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**Dealer Claims** <dealerclaims@lci1.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Tue, Jul 8, 2025 at 12:46 PM

auto-reply-header-v3

Case Number: 6008691  
VIN: MJ041903

Hello Ashley Olsen,

Thank you for contacting Lippert Customer Care Center.

Could you please fill out the attached slide topper claim form and send this back to us for further review?

auto-reply-footer

Thank you,

Hayley F.

Care Center Customer Service Representative

P: 432-LIPPERT | f: 537.534.7161

E: [customerservice@lci1.com](mailto:customerservice@lci1.com)

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

**From:** Ashlee Olsen [[ashlee@dealer-advisors.com](mailto:ashlee@dealer-advisors.com)]

**Sent:** 7/3/2025 1:33 PM

**To:** [dealerclaims@lci1.com](mailto:dealerclaims@lci1.com)

**Subject:** Preauth

Good afternoon,

We are requesting a preauthorization for a slide topper fabric issue we have:

Complaint: Customer said the slide topper fabric is pulled away from the unit

Cause: Spring locked up on slide topper, causing fabric to come apart off unit. Tech stated there is not tag on the slide topper

Correction: Replace slide topper

We are requesting 1.5 hours labor

Please let me know if you need any further information.

Thank you!

Ashlee Olsen  
Warranty Administrator  
iClaims Services

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

thread::ynC31zr1eQW-NY317Pa4IR8::

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 **CS-039 Slide Topper Customer Service Claim Submittal Form.pdf**  
8185K

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**Ashlee Olsen** <[ashlee@dealer-advisors.com](mailto:ashlee@dealer-advisors.com)>  
To: Dealer Claims <[dealerclaims@lci1.com](mailto:dealerclaims@lci1.com)>

Thu, Jul 10, 2025 at 10:49 AM

Good afternoon Hayley,

The form has been attached, please let me know if you need anything further.

Thank you,  
Ashlee  
[Quoted text hidden]  
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[Quoted text hidden]

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 **LIPPERT SHEETS.pdf**  
3386K

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**Dealer Claims** <[dealerclaims@lci1.com](mailto:dealerclaims@lci1.com)>  
To: "ashlee@dealer-advisors.com" <[ashlee@dealer-advisors.com](mailto:ashlee@dealer-advisors.com)>

Fri, Jul 11, 2025 at 1:46 PM

 auto-reply-header-v3

Case Number: 6008691  
VIN: MJ041903

Hello Ashley Olsen,

Thank you for contacting Lippert Customer Care Center. Can you please provide your dealer account number?

 auto-reply-footer

Thank you,  
Abby G.  
Care Center Customer Service Representative  
LIPPERT  
P: 432-LIPPERT | f: 574.534.7161  
E: [customerservice@lci1.com](mailto:customerservice@lci1.com)  
LIPPERT

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]  
**Sent:** 7/10/2025 12:49 PM  
**To:** dealerclaims@lci1.com  
**Subject:** Re: Preauth [ thread::ynC31zr1eQW-NY317Pa4IR8:: ]

Good afternoon Hayley,

The form has been attached, please let me know if you need anything further.

Thank you,  
Ashlee

[Quoted text hidden]

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**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: Dealer Claims <dealerclaims@lci1.com>

Fri, Jul 11, 2025 at 3:58 PM

008017

On Tue, Jul 8, 2025 at 12:46 PM Dealer Claims <dealerclaims@lci1.com> wrote:

[Quoted text hidden]

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[Quoted text hidden]

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**Dealer Claims** <dealerclaims@lci1.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Mon, Jul 14, 2025 at 11:57 AM

Good day Ashley,

Thank you for their Account number. I see our tech team did approve this repair.

Authorize slide topper fabric replacement with 1 hour of labor.

Once repair is completed have someone from Tri-Am RV Center submit their repair invoice or our warranty claim form for approved reimbursement.

Thank you,

Dealer Claims Department  
432-LIPPERT (432-547-7378)

[www.lippert.com](http://www.lippert.com)

Thank you,

DEALERS - Did you know? The status of your claim payment is right at your fingertips! See the newly updated Business Account Center information below for details.

Lippert Business Account Center: Login ([lippert.com](http://lippert.com))

•If you have any questions regarding the business account center, please email [customerservice@lci1.com](mailto:customerservice@lci1.com) with ATTN: Accounts/Community in the subject line or call 432-547-7378 and ask to speak to Accounts/Community

\*\*\*THE LIPPERT BUSINESS ACCOUNT CENTER IS ACCESSIBLE TO DEALERS ONLY\*\*\*

<https://www.lippert.com/>

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

**From:** Ashlee Olsen [ashlee@dealer-advisors.com]

**Sent:** 7/11/2025 5:58 PM

**To:** dealerclaims@lci1.com

**Subject:** Re: Preauth [ thread::ynC31zr1eQW-NY317Pa4IR8: ]

008017

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**warranty claim form.pdf**

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