

2355975 : 4X4FVGL2XT5403602

8 messages

Suzy M. Campbell <smcampbell@forestriverinc.com>
To: Invision Customer Service <customerservice.invision@airxcel.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Jul 14, 2025 at 12:16 PM

2355975 : 4X4FVGL2XT5403602

Complaint: The numbers on the fridge door are very dim, photo will not even pick them up

Cause: Numbers will not light up as they should on fridge door

Correction: Replace fridge door

FOREST RIVER WARRANTY CLAIM FORM

| | |
|---------------------------------|----------------------------------|
| DEALER ACCOUNT # 0049080 | CLAIM STATUS Needs review |
| TRI AM RV CENTER OF EAST | CLAIM 2355975 |
| TN | CLAIM ORIGIN WEB |
| 1202 IDELL ROAD (I-81 EXIT | ORIGINAL CLAIM ID |
| 23) | VIN 4X4FVGL2XT5403602 |
| BULLS GAP, TN 37711 | CHASSIS VIN |
| USA | DOM 04/29/2025 |
| LABOR RATE: \$165.00 | MILEAGE 0 |
| OWNER INFORMATION | SITE/WAREHOUSE 081//081A |
| | ITEM # VGF351G2-81 |
| | DEALER RO # 25714 |
| | CLAIM START DATE 7/3/2025 |
| | CLAIM END DATE |
| RETAIL DATE OF PURCHASE | WARRANTY EXPIRATION DATE |

Claim Line Details



SUZY M. CAMPBELL
WARRANTY PRE-AUTHORIZATION
(CAMPSITE, WOLF PACK, ROGUE, ARMORED
ROGUE AND TIMBERWOLF)

SMCampbell@forestriverinc.com
office: (260) 499-2100





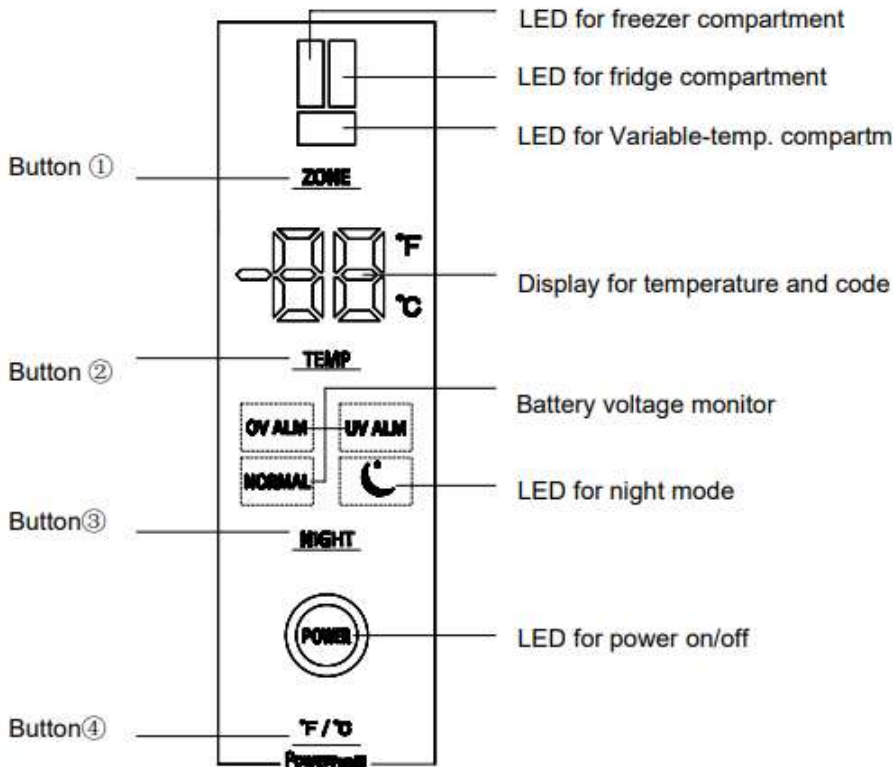
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From: Invision Customer Service <customerservice.invision@airxcel.com>
Sent: Monday, July 14, 2025 2:27 PM
To: Suzy M. Campbell <smcampbell@forestriverinc.com>; Invision Customer Service <customerservice.invision@airxcel.com>
Subject: RE: [External] 2355975 : 4X4FVGL2XT5403602

Hello, it seems the digital display is in night mode, please have the dealer confirm they have turned off the night mode.



4. Press button③ to select night mode.

The mode is activated and the related LED will be illuminated. You can activate the night mode to reduce the noise to a minimum.

The night mode will switch off automatically after 12 hours. Or you can press button③ again to switch off manually, the refrigerator will run normally.

Thank you!

Brooklyn Sommers

InVision Customer Service Lead

Dicor Products and InVision, Brands of Airxcel

[2965 LaVanture Place](#)

[Elkhart, IN. 46514](#)

[www.Airxcel.com](#)

[www.Dicor.com](#)

INVISION OEM CUSTOMERS: Lead time on all orders is a minimum of 10 business days.

Office Closure: Friday, July 4th, 2025.

For WARRANTY and TECHNICAL related questions,

please call: 574-247-9235.



From: Suzy M. Campbell <smcampbell@forestriverinc.com>

Sent: Monday, July 14, 2025 2:16 PM

To: Invision Customer Service <customerservice.invision@airxcel.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Subject: [External] 2355975 : 4X4FVGL2XT5403602

Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Suzy M. Campbell" <smcampbell@forestriverinc.com>
Cc: Invision Customer Service <customerservice.invision@airxcel.com>

Tue, Jul 15, 2025 at 1:03 PM

Good afternoon,

Thank you for the info, it did fix the issue for now. Tech has looked at the door 3 different times and it seems to be good.

Thank you,
Ashlee

[Quoted text hidden]

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Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Suzy M. Campbell" <smcampbell@forestriverinc.com>
Cc: Invision Customer Service <customerservice.invision@airxcel.com>

Thu, Jul 24, 2025 at 12:34 PM

Good afternoon,

The fridge door in this unit with the numbers is not working again. Tech states the fridge door is locked up and the numbers are gone again. Only button working is the power button, no numbers at all are visible.

Please advise,

Thank you,
Ashlee Olsen

[Quoted text hidden]

Invision Customer Service <customerservice.invision@airxcel.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>, "Suzy M. Campbell" <smcampbell@forestriverinc.com>
Cc: Invision Customer Service <customerservice.invision@airxcel.com>

Fri, Jul 25, 2025 at 9:07 AM

Hello, you could be experiencing a locked-out feature with your unit, please disconnect all power from the refrigerator for 5-10 minutes. After the 5-10 minutes I suggest reconnecting power to the unit as this could reset the control board and unlock the keypad controls.

Thank you!

Brooklyn Sommers

InVision Customer Service Lead

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Invision Customer Service <customerservice.invision@airxcel.com>

Sat, Jul 26, 2025 at 1:33 PM

Hello,

That correction did not work. This is a faulty door and we are seeking replacement. Please let me know what you need from me so we can get that approved.

Thank you,
Ashlee

[Quoted text hidden]

Invision Customer Service <customerservice.invision@airxcel.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>, Invision Customer Service <customerservice.invision@airxcel.com>

Mon, Jul 28, 2025 at 9:57 AM

Dear Ashlee,

I hope this message finds you well.

We can proceed with allowing a replacement touch pad. However, I would need your assistance in confirming whether the touch pad has 4 or 5 prongs.



Please refer to the photos I have attached for your review and let me know your findings at your earliest convenience.

Thank you for your help!

[Quoted text hidden]
[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>

Mon, Jul 28, 2025 at 10:45 AM

Hi Stephanie,

Inversion has approved a replacement of the touchpad, they are asking to confirm whether the touch pad has 4 or 5 prongs. Will you take a look when you have time and I will get that info back to them?

Thanks!

Ashlee

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