



Ashlee Olsen <ashlee@dealer-advisors.com>

C# 2526423

3 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: shalsey@forestriverinc.com

Wed, Jan 14, 2026 at 9:27 AM

Good morning,

Can you please help me understand why job 2 on C#2526423 was denied several weeks after it was approved?

Thank you,

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

Morgan Underwood <MUnderwood@forestriverinc.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Thu, Jan 15, 2026 at 9:07 AM

Hello,

Line 2 was denied as in the original request to Lippert it was explained this was for two windows. Lippert authorized 2 hours for both and this was authorized on line 1. I am attaching the original authorization for you to review.



MORGAN UNDERWOOD
DEALER WARRANTY REPRESENTATIVE –
CEDAR CREEK DIVISION

munderwood@forestriverinc.com
office: (260) 593-4000



[Quoted text hidden]

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.

----- Forwarded message -----

From: Morgan Underwood <MUnderwood@forestriverinc.com>
To: Morgan Underwood <MUnderwood@forestriverinc.com>
Cc:
Bcc:
Date: Thu, 15 Jan 2026 16:07:29 +0000

Subject: FW: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWlsQGzUnR8::]

From: EmailToCase
Sent: Friday, December 19, 2025 1:07 PM
To: Morgan Underwood
Subject: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWlsQGzUnR8::]

[REDACTED]

Case Number: 6444455
VIN: TS235375

Hello Morgan Underwood,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize 2 hours of labor to perform the TSB.

Best Regards,

Tristan M.
Care Center Customer Service Representative
p: 432:LIPPERT | f: 574.534.7161
e: customerservice@lci1.com
Lippert

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

From: EmailToCase [customerservice@lci1.com]
Sent: 12/18/2025 8:58 AM
To: munderwood@forestriverinc.com
Subject: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWlsQGzUnR8::]

[REDACTED]

Case Number: 6444455
VIN: TS235375

Hello Morgan Underwood,

Thank you for contacting Lippert Customer Care Center.

I am getting with our leadership team on this one as we do not have any sort of knowledge of this TSB currently.

Best Regards,

Tristan M.
Care Center Customer Service Representative
p: 432:LIPPERT | f: 574.534.7161
e: customerservice@lci1.com
Lippert

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

From: Morgan Underwood [munderwood@forestriverinc.com]
Sent: 12/18/2025 7:00 AM
To: customerservice@lci1.com
Subject: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWIsQGzUnR8::]

Hello,

Please see attached as per the dealer.



MORGAN UNDERWOOD
DEALER WARRANTY REPRESENTATIVE –
CEDAR CREEK DIVISION

munderwood@forestriverinc.com
office: (260) 593-4000



From: EmailToCase
Sent: Tuesday, December 16, 2025 11:18 AM
To: Morgan Underwood
Subject: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWIsQGzUnR8::]

Case Number: 6444455
VIN: TS235375

Hello Morgan Underwood,

Thank you for contacting Lippert Customer Care Center.
Can the dealer provide clear photos of the 2 windows from the outside clearly showing the 2 etchings on the windows.
Also, can we have a copy of the TSB notice?

Thank you

Jua C.
Customer Care Center Representative
P: 432-LIPPERT | F: 537.534.7161
E: customerservice@lci1.com
Lippert

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

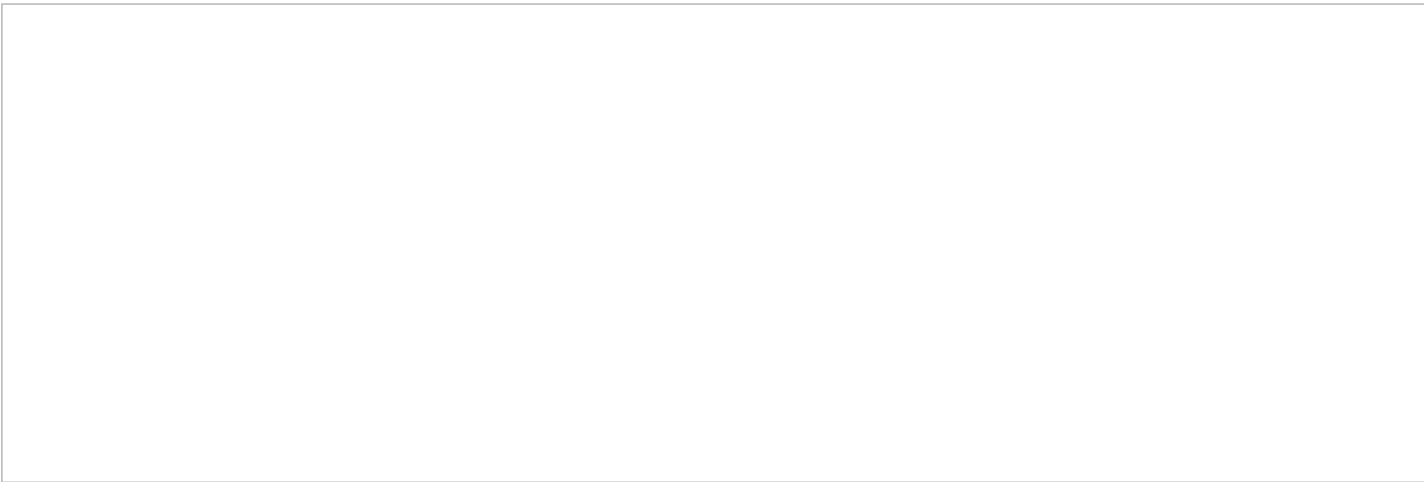
From: Morgan Underwood [munderwood@forestriverinc.com]
Sent: 12/15/2025 1:37 PM
To: customerservice@lci1.com
Subject: 2526423 : 4X4TCRS27TS235375

REQUESTING AUTHORIZATION

MANUFACTURE 9/4/2025

THIS IS A STOCK UNIT

PLEASE NOTE THIS IS FOR TWO WINDOWS



MORGAN UNDERWOOD
DEALER WARRANTY REPRESENTATIVE –
CEDAR CREEK DIVISION

munderwood@forestriverinc.com
office: (260) 593-4000

 [youtube icon](#)  [linkedin icon](#)  [TikTok icon](#)

thread::_Y7c36-ZdLyRwWIsQGzUnR8::



FW: RE: 2526423 : 4X4TCRS27TS235375 [thread::_Y7c36-ZdLyRwWIsQGzUnR8::].eml
155K

Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Jan 15, 2026 at 9:44 AM

To: shalsey@forestriverinc.com, Morgan Underwood <MUnderwood@forestriverinc.com>

Good morning,

I am still unclear as to why both of these lines would be authorized for 2 hours on 12/19, and then weeks later 1/5, one of the lines (job 2) denied. This looks like a mistake on your end and should not be on the dealership to take fault. We were under the impression we were approved 2 hours for each job line, as per original approval.

[Quoted text hidden]

--

[Quoted text hidden]