



Ashlee Olsen <ashlee@dealer-advisors.com>

RE: Requesting Authorization for 2573956 : 4X4TRLB2XSD461344 - TRI AM RV CENTER OF EAST TN [thread::arpvRvTef7K_7NmaX0X99h8::]

1 message

EmailToCase <customerservice@lci1.com>

Mon, Feb 16, 2026 at 1:22 PM

To: "rockwoodflagstaffauths@forestriverinc.com" <rockwoodflagstaffauths@forestriverinc.com>

Cc: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

 auto-reply-header-v3

Case Number: 6563053

VIN: SD461344

Hello Warranty Authorizations,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new compartment door and 0.5 hour of labor and 0.3 hour per decal.

 auto-reply-footer

Thank you,

Josh F.
Care Center Customer Service Representative
p: 432.LIPPERT f:574.534.7161
www.lippert.com

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

From: Rockwood & Flagstaff Authorizations [rockwoodflagstaffauths@forestriverinc.com]

Sent: 2/16/2026 1:40 PM

To: customerservice@lci1.com

Cc: ashlee@dealer-advisors.com

Subject: Requesting Authorization for 2573956 : 4X4TRLB2XSD461344 - TRI AM RV CENTER OF EAST TN

Hello and Good Day,

The following is being requested: Compartment door

DOM: 7/30/2024

DOP: 3/7/2025

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0049080	CLAIM STATUS	Needs review
TRI AM RV CENTER OF EAST		CLAIM	2573956
TN		CLAIM ORIGIN	WEB
1202 IDELL ROAD (I-81 EXIT		ORIGINAL CLAIM ID	
23)		VIN	4X4TRLB2XSD461344
BULLS GAP, TN 37711		CHASSIS VIN	
USA		DOM	07/30/2024
LABOR RATE: \$175.00		MILEAGE	0
OWNER INFORMATION		SITE/WAREHOUSE	010//010B
BRET CAMPBELL		ITEM #	RLT2513S
156 LINK RD		DEALER RO #	26641
Cottontown, TN 37048		CLAIM START DATE	2/8/2026
USA		CLAIM END DATE	
615-983-9354			
RETAIL DATE OF PURCHASE	3/7/2025	WARRANTY EXPIRATION DATE	3/7/2026

Claim Line Details

Labor

Line#	5	Operation Code	Operational Description		
		20-69-01-00-000706	Compartment Door Exterior/Compartment Doors/Replace/No Tread Code		
		Complaint, Cause, Correction			
		Original Note :			
		ashlee@dealer-advisors.com, 2026-02-08 20:15:32 :: Complaint: Outside kitchen baggage door is pulling away from hinges			
		Cause: Rivets are faulty on door and pulling loose from compartment door. This is not allowing the door to close correctly and			
		could allow water in area			
		Correction: Remove and replace the compartment door			
		Model #	Submitted Hrs	1.00	Submitted Labor \$175.00
		Serial #	Approved Hrs	0.00	Approved Labor \$0.00

Notes

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-d87b5038-fbe2-4041-833b-3073b386e088.jpg](#)

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-11fe6bf3-4a2c-412c-bef5-a9f73b692f7e.jpg](#)

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-c4455393-e898-4cef-bced-cc14d8d34d07.jpg](#)

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-9d26c817-b1e0-40a7-b52e-4c4e687faee5.jpg](#)

hello, would you be able to provide clearer photos of the rivets on the hinge as the ones provide are a bit blurry and the vendor will require a clear photo of these to review. Thank you!

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-2573956-e46c7f6f-9753-4ff7-997c-2523667c605c.jpg](#)

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-2573956-38ed2433-a2f3-4d7e-835d-ba10b8f792ba.jpg](#)

[\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-2573956-a494c05b-4d99-4d6f-9f7a-a15915671051.jpg](#)

Requested photo's added. Thank you!

Dealers please be advised that you are included in this email so that you are alerted as soon as Forest River is alerted of the vendor response. Please note not all items will/can be sent directly by the vendor. Forest River and the vendor will alert you if the item will be sent directly to you from the vendor. Thank you for your partnership.

Notation to our Vendor Partners: Effective 1/15/2026

As part of our First Stop Warranty Program, we kindly ask for a response within 1 business day. If no response is received within 24 hours, a Forest River Representative may send a reminder allowing an additional 24 hours, though this step is not required. After 48 hours (2 business days), we will proceed to assist our mutual customer to resolve the issue. This may result in a charge back to your company. Failure to respond to the communications in the prior listed time frames may result in a charge back to your company as well.

Thank you for your cooperation.



WARRANTY AUTHORIZATIONS

ROCKWOOD & FLAGSTAFF BRAND

rockwoodflagstaffauths@forestriverinc.com

Office: (574) 642-8907

Rockwood & Flagstaff Division

Millersburg, IN 46543



HELPFUL LINKS

OWNERS MANUAL | HOW TO VIDEO'S | DEALER LOCATOR

HELPFUL TOOLS | WERV APP | ACCESSORIES

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