
Fwd: [External] 2365965 : 4X4TPUS2XSP104319 - GREENEWAY INC

Greeneway Warranty <greeneway@dealer-advisors.com>
To: Alix Mongiat <alix@dealer-advisors.com>

----- Forwarded message -----
From: <oemform@airxcel.com>
Date: Tue, Jul 15, 2025, 10:21 AM
Subject: RE: [External] 2365965 : 4X4TPUS2XSP104319 - GREENEWAY INC
To: <aruiz@forestriverinc.com>, <greeneway@dealer-advisors.com>

Annette,

What is the serial number of this AC unit?

Casey Caide
Technical Assistance Coordinator
RV Products, a division of Airxcel, Inc.
3050 N. St. Francis
Wichita, Kansas 67219
Office: 574-247-9235
www.Airxcel.com



From: aruiz@forestriverinc.com
Sent: Tue Jul 15 2025 05:42:55 GMT-0500 (Central Daylight Time)
To: oemform@airxcel.com; greeneway@dealer-advisors.com
Subject: [External] 2365965 : 4X4TPUS2XSP104319 - GREENEWAY INC

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.

Please note: Per our First Stop Warranty Program with our Vendors, a response is highly recommended within 24 hours. We will graciously allow up to 48 original email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically approves and a chargeback your cooperation.

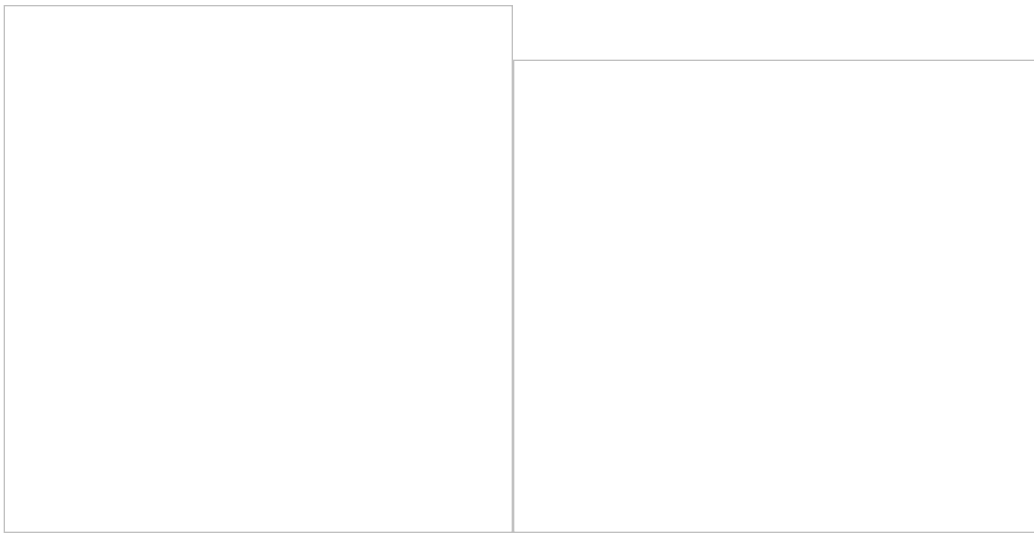
DEALER DO NOT PLACE ANY PARTS ORDER UNTIL AUTHORIZED TO DO SO

VENDOR, claim submitted


DEALER STATES : Complaint: Thermostat in the rear bedroom fan runs continuously no matter what. Thermostat is not working properly.

Cause: Checked voltage to t stat and it is 13.43. The thermostat always says 68 degrees no matter how long it runs and the fan will not shut off in auto mode cool.

Correction: Will need a new thermostat in rear bedroom.



Thank you
Annette Ruiz
Puma & XLE Warranty
aruiz@forestriverinc.com
Phone: 574-642-1626
Office hours: 7am-4pm M-F EST

 **2241-10N and 2241A10N Serial Number.pdf**
89K