

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497
 GREENEWAY INC
 DBA GREENEWAY RV SALES & SERVICE
 8220 STATE HWY 13 SOUTH
 WISCONSIN RAPIDS, WI 54494
 USA

CLAIM STATUS Paid
 CLAIM 2692086
 CLAIM ORIGIN WEB
 ORIGINAL CLAIM ID
 VIN 4X4TPUS2XSP104319
 CHASSIS VIN
 MILEAGE 0
 SITE/WAREHOUSE 420 / 420
 ITEM # PUT402LFT
 DEALER RO # 12313
 CLAIM START DATE 05/29/2026
 CLAIM END DATE 05/29/2026

Labor rate: \$140.00

OWNER INFORMATION

MICHAEL J MCCONOUGH
 1148 S BUTTERCUP CT
 Friendship, WI 53934
 USA

Retail Date of Purchase 06/28/2025

WARRANTY EXPIRATION DATE

06/28/2026

Claim Line Details

Labor

Line# 1 **Operation Code** **Operational Description**
 70-222-01-11-002720 Girard Water Heater User Control Panel - Appliances/Water Heater (Girard)/
 Replace/Electrical

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-05-29 11:04:28 :: Complaint: Customer states that the water heater keeps throwing an E1, E2 and E9 codes on the tankless water heater. Customer states that the over and all other appliances work with propane. Cause: Checked voltage to water heater that's 14.48. Also checked LP gap pressure is ok. The customer already changed the shower head. I couldn't get water heater to show any codes. We explained that water flow plays a big part in these units. Customer wanted a tank style water heater but don't think the manufacturer will cover it. Also checked temp of water was running anywhere from 100 to 118. Correction: Nothing further at this time. Diagnosis time requested. Additional Note : greeneway@dealer-advisors.com, 2026-05-29 11:04:59 :: Previous PA 2365965 expired.

Model# 1 **Dlr Sub Hrs** 0.50 **Sub Labor Amt** \$70.00
 Serial# 1 **Appr Hrs** 0.50 **Appr Labor Amt** \$70.00

Notes
 dealer goodwill per A Ruiz
 no issues/user error

Labor

Line# 2 **Operation Code** **Operational Description**
 70-187-01-11-002230 Coleman RVP Wall Thermostat - Appliances/Roof AC (Coleman-RVP)/Replace/
 Electrical

Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-05-29 11:09:52 :: 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. Previous PA expired

Model# 1 **Dlr Sub Hrs** 3.00 **Sub Labor Amt** \$420.00
 Serial# 1 **Appr Hrs** 3.00 **Appr Labor Amt** \$420.00

Notes
 Annette,
 We are shipping a replacement AC unit and thermostat to the address provided at no charge.
 Please scrap the old parts as we do not want them returned. Your reference number for this is
 INC-0138055, which will allow 3.0-hours labor time.

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

Part

Line# 1 **Item #** **Description**
 USERPART 30% markup of no cost part (AC Unit) sent by vendor - email attached from Annette with price of parts.

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$213.00	Sub Freight \$0.00
Appr Qty 1.00	Appr Dlr Price \$213.00	Appr Freight \$0.00

Notes

Line# 2 **Item #** **Description**
 USERPART 30% markup of no cost part (thermostat) sent by vendor - email attached from Annette with price of parts.

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$8.91	Sub Freight \$0.00
Appr Qty 1.00	Appr Dlr Price \$8.91	Appr Freight \$0.00

Notes

Labor

Line# 3 **Operation Code** **Operational Description**
 20-46-14-00-000732 Window Frame - Exterior/Windows/Repaint/No Tread Code
Complaint, Cause, Correction
 Original Note : greeneway@dealer-advisors.com, 2026-05-29 11:10:38 :: Complaint: Upper window door side framework bent, screws exposed. Cause: Inner framework is bent and the screw holes are all hollowed out. Correction: Need new window and inner framework. Previous PA expired

Model#	Dlr Sub Hrs	0.30	Sub Labor Amt	\$42.00
Serial#	Appr Hrs	0.30	Appr Labor Amt	\$42.00

Notes
 per expired claim

Part

Line# 1 **Item #** **Description**
 USERPART 532113905 - CLAMP RING, 532 (40x12) 11.625 X 39.625 Clamp Ring Only
 5532 CR

Model #	Serial #	Part tag
Sub Qty 1.00	Sub Dlr Price \$32.18	Sub Freight \$49.04
Appr Qty 1.00	Appr Dlr Price \$32.18	Appr Freight \$49.04

Notes
 Added mark-up for dealer

Submitted	Labor Amt	\$532.00	Approved	Labor Amt	\$532.00
	Parts & Freight	\$295.70		Parts & Freight	\$303.13
	Total	\$827.70		Total	\$835.13

DEALER **DATE**
SIGNATURE
 I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER **DATE**
SIGNATURE
 All repairs described have been inspected and are satisfactory.