



Fwd: 2483378 : 4X4TPUS24TP105967 - GREENEWAY INC [thread::fEKWglgecge_crp9bxTdqr8::]

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

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

From: **EmailToCase** <customerservice@lci1.com>
Date: Mon, Nov 3, 2025, 3:13 PM
Subject: RE: 2483378 : 4X4TPUS24TP105967 - GREENEWAY INC [thread::fEKWglgecge_crp9bxTdqr8::]
To: aruiz@forestriverinc.com <aruiz@forestriverinc.com>
Cc: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>, ggonzalez@forestriverinc.com <ggonzalez@forestriverinc.com>

Good afternoon, All,

Thank you for reaching out regarding Lippert Case # 6344275 - VIN: TP105967.

Your claim has been reviewed. Warranty Replacement is authorized for Parts/ Labor as follows: Lippert will authorize the replacement of the actuator and motor assembly, pending part return

- Authorizing Warranty Replacement
 - o Labor to be Paid 1.5 hours
 - o Part Return needed for Testing.

Please let us know if you have any questions or concerns.

Thank You,
Gloria O.
Customer Care Center Representative
LIPPERT
W: 432-LIPPERT F: 574-534-7161
Lippert

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

From: Annette Ruiz [aruiz@forestriverinc.com]
Sent: 10/30/2025 7:46 AM
To: customerservice@lci1.com; greeneway@dealer-advisors.com
Cc: ggonzalez@forestriverinc.com
Subject: 2483378 : 4X4TPUS24TP105967 - GREENEWAY INC

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

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

VENDOR, claim submitted

DOM :5/29/25

DEALER STATES : Complaint: Customer states that the slide was worked on before leaving facility and the motor was replaced. Slide out was only used once out and has not worked in or out

Cause: On door side front slide, 13.29 volts both directions on switch, lower underbelly to gain access to slide motor. Hooked direct, 12 volt to motor and nothing. Wiggled the wires behind motor bad, it started moving.

Correction: Replace slide out motor.

Claims

General

Claim: 2483378

Claim status: Needs review

Processing: ☐

Portal feedback: ☒

Denial acknowledged: ☐

Checked out: ☒

Checked out by: aruiz

Expired: ☐

Claims origin: WEB

Original claim id:

Vehicle identification: 4X4TPUS24TP105967

Chassis number:

Mileage: 0.0

Site: 420

Warehouse: 420

Has issues: ☐

Flat rate group: Puma 420

Payment information

Date:

Amount: 0.00

Check number:

Journal:

Invoice:

Submitted for payment by:

Claim information

Pre authorization:

Parts return check: ☐

Unit needs priority service: ☐

Claim posting: Standard

Amount submitted: 280.00

Amount approved: 0.00

Dealer: 0009497

Name: GREENEWAY INC

Customer group: Dealers

Description: GREENEWAY INC

Address: DBA GREENEWAY RV SALES & SERVICE
8220 STATE HWY 13 SOUTH
WISCONSIN RAPIDS, WI 54494
USA

Labor rate: 140.00

Dealer RO number: 12922

Intercompany: ☐

Contact details

Dealer contact: greeneway@dealer-advisors.com

Telephone: 989-450-7583

Portal created by: greeneway@dealer-advisors.com

Name: iCLAIM SERVICES

Dates

Processed date:

Claim start date: 10/29/2025

Claim end date:

Owner information

Name: DEAN KARNATZ

Retail Date of Purchase: 6/10/2025

Aged warranty override date:

Address: 3120 50TH ST S
Wisconsin Rapids, WI 54494
USA

Notes

Internal notes:

Approval attached: ☐

Labor

Submitted

Dealer submitted hours: 2.00

Submitted calculated amount: 280.00

Approved

Approved base hours: 1.25

Approved hours: 0.00

Approved calculated amount: 0.00

Notes

Complaint, cause and correction: nothing. Wiggled the wires behind moto and found the wires are bad, it started moving.
Correction: Replace slide out motor.

Note: Forest River requires a prior authorization (PAR) for this repair. The Forest River Warranty Representative will review the requested repair. Please be sure to read the Notes & Feedback on the repair line for

Inspection

Model:

Serial number:

Brand:

Photo required for

Photo required for

Return part require

Return part require

Overview

New

Remove

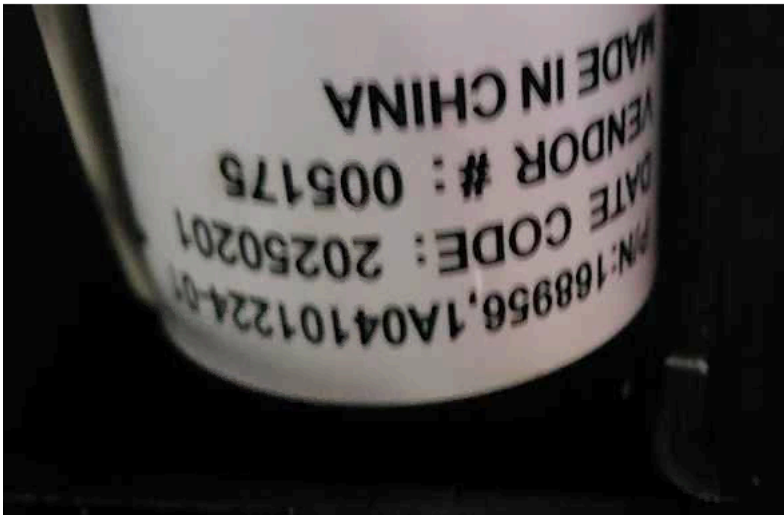
Edit Record

Root operation

Attachments

Create Vendor charge back

☐	Lin...	Status	Denial...	Attac...	Sublet	Operation code	Operation description	Description
	1	Feedba...	☐	☒	☐	10-12-01-11-000234	Slide Out Motor & Actuator with Underbelly	Frame & Chassis/Slide Out System - Li



Thank you.



ANNETTE RUIZ
WARRANTY REP

Puma 420/425

aruiz@forestriverinc.com

office: (574) 642-1626

[520 Gerber St](#)
[Ligonier, 46767](#)

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5 attachments

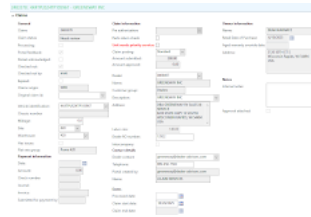


image001.png
69K



image002.png
41K

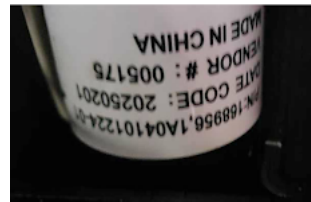


image003.png
127K

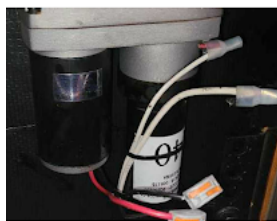


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image005.png
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