



Warranty Authorization Form

Date: 8/19/2026

General Information

Greeneway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494

Ph. 715-325-5170
mail@greenewayrv.com

Pre-Auth #: 970277

Unit: 573FM4634SBB03075

Series: Momentum

Model: MT395MS-2025

Notes: Sg 8/19/26 Warranty expired 2/24/26 Case #981955 made notes for issues before it expired 720097 -The issue you explained with General RV not winterizing the unit properly Definitely can cause this issue with the refrigerator I am sorry as we will not be covering this under Warranty we feel General RV would be the one responsible for the repair. General did their repair 16 months ago - This does not fall under our warranty - denied 670006 - Shortage was not listed on delivery form - all shortages must be reported within 72hrs. of delivery. 740063 - Sent dealer response to vendor Sent email for an update Vendor request - We have a few things on this one. I see in April of 2025 (PA855848) we authorized replacement of the touch screen. Did this fix the issue for sometime? or did it never work properly? Maybe there is another case after that but I'm not finding anything else. do we have the customers case number or phone number they called us from maybe? The unit is out of warranty so I want to find something documenting the issues when it was in warranty. The work order talks about issues with the one control touch screen and a monitor panel do they also have a monitor panel on here that's taking 40 seconds to light up or is it just the touch screen having that issue? This is odd behavior from the one control system it could be the unity board but its not 100% adding up yet. Is there a tech or customer I can call and take a look at this with them? What unity board is installed on this RV? the photo just shows the username and password to connect the phone app. **Reference Case Number 7029373** ** REQUIRED WITH SUBMITTED CLAIM: A copy of the customer signed work order ** * This will be for retail owned units only * ** Dealer to hold parts for 30 days from the claim approved date **

Status: Approved

Dealer Information

1127 Greeneway RV Sales & Service
715-325-5170
mail@greenewayrv.com

Greeneway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494

Requestor: iclaim services
Return Fax #: (715) 325-5577
Email: greeneway@dealer-advisors.com

Operation Line 1

Flat Rate Code: 670006 Kitchen - R&R Sink Covers/Cutting Board Fault Code: Damaged/Maintenance Board

Serial #:

Model #:

Notes:

Problem: Case # 981955. Cutting board is missing from the unit.

Time Requested: .1

Cause: Cannot find cutting board.

Time Allowed: 0

Remedy: Took measurements of the sink where it should be. Need to replace cutting board.

Sublet Repairs: 0.00

Status: Denied

Denial Code: 23 - Shortage Not Noted on Delivery Inspection Form

Operation Line 2

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Serial #:

Model #:

Notes:

Problem: Case #981955. Trim off wall in the back bunkhouse wall, customer is concerned with crack. Crack on left top corner of the door, trim falling off.

Time Requested: .5

Time Allowed: .3

Cause: Nails fell out of the trim and it came loose.

Sublet Repairs: 0.00

Remedy: We will need to resecure it and put putty in the nail holes to make it look presentable.

Status: Approved with Modifications

Operation Line 3

Flat Rate Code: 740063 Electrical/Electronics - X1.5 Unity *Fault Code:* No Problem Identified Board

Serial #: 1

Model #: 1

Notes:

Problem: Case 981955 - Ongoing issue with the one control screen. Can not store favorites, icons move between use, black non-responsive screen sometimes 40 second delay. Frequent screen freezes. This one is frustrating and is worry that we will not be able to control the rig or move the slides. Customer reached out to lippert and received a replacement screen while on the road, but it reacts the same way still. The issue seems to be deeper than the screen itself. The customer still has the original screen in their possession as well. Customer replaced the screen sent from Lippert.

Time Requested: 2

Time Allowed: 0

Sublet Repairs: 0.00

Cause: Nothing wrong with the monitor panel, there is something wrong with the unity board. It does not respond, takes 40 seconds to a minute to light up, has double commends in the monitor panel.

Remedy: R&R unity board.

Status: Denied

Denial Code: 44 - No Repair Made

Operation Line 4

Flat Rate Code: 550076 Slide Out Floor - R&R Slide Ski *Fault Code:* Damaged/Maintenance

Serial #:

Model #:

Notes:

Problem: Case 981955. Kitchen slide ski's are rolled down from slides on both sides of slide outs.

Time Requested: 1

Cause: Slide skis are cracking and warping.

Time Allowed: .6

Remedy: R&R slide skis.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 5

Flat Rate Code: 640008 Slide Out Seals/Water Diversion - R&R Side *Fault Code:* Improper Installation/Build Wipe Seals

Serial #:

Model #:

Notes:

Problem: Case #981955. Bedroom slide - ODS side front, left and right, has a gasket that is pushing out between the trim and fiberglass wall. This one concerns the customer as they had a Keystone with frame flex. There is a lot of noise here when hooking up and this gasket should not come out in their opinion. Talked to GD at great lengths they said prior to purchasing this unit out of fear of frame flex. Customer is looking for this to be corrected, but also verify that they do not have frame flex on the rig, both sides.

Time Requested: 1

Time Allowed: .5

Sublet Repairs: 0.00

Cause: This was not sealed properly.

Remedy: Needs to be resealed.

Status: Approved with Modifications

Operation Line 6

Flat Rate Code: 720097 Refrigerator - R & R Refrigerator *Fault Code:* Component Failure

Serial #: 1

Model #: 1

Notes:

Problem: Case 981955. Refer is icing up. Pretty sure the de-frosting unit on the refer is defective. The refer always has moisture on the back wall. The freezer makes frost like no-ones business, customer scraps inches of frost out of the freezer frequently. This issue has existed since purchase. On a related note, the customer said General RV winterized the unit prior to pick up, they missed the fridge line and initially the water hose to the ice maker burst. They did repair the valve, but this may be related.

Time Requested: 2

Time Allowed: 0

Sublet Repairs: 0.00

Cause: Fridge and freezer are frosting. Customer has to clean it out every couple of weeks in order for the freezer door to shut.

Remedy: Need more time to diagnose this issue or need a new fridge.

Status: Denied

Denial Code:

Operation Line 7

Flat Rate Code: 640017 Trims/Fascia - R&R Decorative Fascia *Fault Code:* Improper Installation/Build Boards (ea)

Serial #:

Model #:

Notes:

Problem: Case 981955. Refer is loose on the front side of trim. Lower right is missing screws. One side slides back and forward.

Time Requested: .5

Time Allowed: .5

Sublet Repairs: 0.00

Cause: Came loose while traveling. Customer secured it, but it does not have a top trim board.

Remedy: Need to replace top trim board.

Status: Approved

Operation Line 8

Flat Rate Code: 680012 Tables - R&R Swing Down/Drop Down *Fault Code:* Damaged/Maintenance Table

Serial #: *Model #:* *Notes:*

Problem: Case 981955 - dinette table is cracking where there appears to be filler.

Time Requested: 1

Cause: A crack in the dinette table and a big gouge in the fold down leaf.

Time Allowed: .4

Remedy: R&R dinette table. Unsure on the correct labor code for this.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 9

Flat Rate Code: 810025 Ladders - Repair Ladder *Fault Code:* Improper Installation/Build

Serial #: *Model #:* *Notes:*

Problem: Case 981955 - Lower left side of exterior ladder is not set.

Time Requested: .3

Cause: The ladder is pulling away from the unit as seen in the photos.

Time Allowed: .3

Remedy: Resecured with bigger screws.

Sublet Repairs: 0.00

Status: Approved

Operation Line 10

Flat Rate Code: 320004 Fresh Tank - Leaks - Repair In Place *Fault Code:* Damaged/Maintenance

Serial #: *Model #:* *Notes:*

Problem: Case 981955 - Fresh water dump, rear most, cable is bad.

Time Requested: 2

Cause: Freshwater cable is busted for the dump.

Time Allowed: 1.5

Remedy: Will need new cable. Unsure on proper labor code.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 11

Flat Rate Code: 420042 Outlets/Recepts - R&R 12V Recept *Fault Code:* Improper Installation/Build

Serial #: *Model #:* *Notes:*

Problem: Case 981955 - Outlet to right of the couch comes out, located in the kitchen island.

Time Requested: .5

Cause: Outlet is broken and fell out of the wall.

Time Allowed: .2

Remedy: Will need a new outlet and cover.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 12

Flat Rate Code: 630003 Panel - Resecure Panels

Fault Code: Improper Installation/Build

Serial #:

Model #:

Notes:

Problem: Case 981955 - master bedroom wall panel is coming off. General RV "checked with the shop foreman. This is normal. Wall inside is not a solid wall."

Time Requested: .5

Time Allowed: .3

Cause: Popped loose while traveling.

Sublet Repairs: 0.00

Remedy: Will need to be re-secured.

Status: Approved with Modifications

Operation Line 13

Flat Rate Code: 560047 Ramp Door - R&R Ramp Door Catch/ Lock

Fault Code: Damaged/Maintenance

Serial #:

Model #:

Notes:

Problem: Case 981955 - both door latches on the rear drop down ramp are loose.

Time Requested: 1

Cause: They were never tightened up and from all the movement they are worn out, the pins and the latches up on the top of the unit.

Time Allowed: .5

Sublet Repairs: 0.00

Remedy: Will need new pins and latches (unsure on correct labor code.)

Status: Approved with Modifications

Operation Line 14

Flat Rate Code: 550076 Slide Out Floor - R&R Slide Ski

Fault Code: Damaged/Maintenance

Serial #:

Model #:

Notes:

Problem: Case 981955 - slide skis on the living room slide are rolled down from the slides.

Time Requested: 1

Cause: Slide skis are warping and rubbing on the linoleum.

Time Allowed: .6

Remedy: R&R slide skis.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 15

Flat Rate Code: 240002 Bottle Hold Down/Strap - R&R

Fault Code: Damaged/Maintenance

Serial #:

Model #:

Notes:

Problem: Case 981955 - Upper propane tanks strap is broken.

Time Requested: .25

Cause: Upper propane strap is busted.

Time Allowed: .2

Remedy: R&R propane strap.

Sublet Repairs: 0.00

Status: Approved with Modifications