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**Fwd: 2499995 : 4X4TPUS2XSP104319 - GREENEWAY INC [ thread::k\_o4NrFHfnOaZflnVAXmvR8:: ]**

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

V

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

From: **Furrion Warranty** <warranty@furrion.com>  
Date: Wed, Nov 19, 2025, 11:30 AM  
Subject: RE: 2499995 : 4X4TPUS2XSP104319 - GREENEWAY INC [ thread::k\_o4NrFHfnOaZflnVAXmvR8:: ]  
To: [ggonzalez@forestriverinc.com](mailto:ggonzalez@forestriverinc.com) <[ggonzalez@forestriverinc.com](mailto:ggonzalez@forestriverinc.com)>  
Cc: [aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com) <[aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)>, [greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com) <[greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com)>

Hello Gretchen,

Case 6390887  
VIN 4X4TPUS2XSP104319

We will approve up to 1.0 for labor.

This is pre-auth for the R/R of the GAS VALVE 2022107554.

Pre-authorization is information only and will not result in Lippert issuing the replacement. Lippert will defer to the RV Manufacturer for your next steps regarding replacement. The pre-authorization access to submit orders.

Mobile fees are not covered under the Lippert warranty for this product.

Please provide pictures of the complete serial number tag with your claim submission as this product is not required to be returned for testing. Note: Your coach information will need to satisfy credit.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Please kindly reply directly to this email ONLY. Replying directly to this email will ensure your reply is properly routed to your case history.

We appreciate your business!

Thank you,  
Dusty S.  
Care Center Customer Service Representative  
P: 432-LIPPERT | f: 537.534.7161  
E: [customerservice@lci1.com](mailto:customerservice@lci1.com)  
Lippert

\*\* Our Care Center hours are 8:00am-5:30pm EST, Monday - Friday\*\*

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

From: Gretchen Gonzalez [[ggonzalez@forestriverinc.com](mailto:ggonzalez@forestriverinc.com)]  
Sent: 11/18/2025 3:16 PM  
To: [warranty@furrion.com](mailto:warranty@furrion.com); [greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com)  
Cc: [aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)  
Subject: 2499995 : 4X4TPUS2XSP104319 - 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, an email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically approves and a chargeback submitted. Thank you for your cooperation.***

Vendor, following claim submitted:

DOM 11/18/2024

Dealer States: Complaint: Customer states water heater is still throwing codes and when going to light it, it lights for a second and then goes out and shuts off and doesn't try to restart. Problem sometimes and doesn't work other times, seems like the flame sense is bad. Tapped on the solenoids on the left side with a screwdriver and has been working since. Has been in contact with Lippert.

Cause: When trying the water heater multiple times, it didn't come on, and it was throwing an E2 code. I banged on the gas valve and then ran water, it came on.

Correction: Customer needs a new water heater.

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Claims

General

Claim: 2499995  
 Claim status: Needs review  
 Processing:   
 Portal feedback:   
 Denial acknowledged:   
 Checked out:   
 Checked out by: ggonzale  
 Expired:   
 Claims origin: WEB  
 Original claim id:  
 Vehicle identification: 4X4TPUS2XSP104319  
 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: 392.00  
 Amount approved: 112.00  
 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: 13017  
 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: 11/14/2025  
 Claim end date:

Owner information

Name: MICHAEL J MCCONOUGH  
 Retail Date of Purchase: 6/28/2025  
 Aged warranty override date:  
 Address: 1148 S BUTTERCUP CT  
 Friendship, WI 53934  
 USA

Notes

Internal notes:

Approval attached:

Labor

Submitted

Dealer submitted hours: 2.00  
 Submitted calculated amount: 280.00

Approved

Approved base hours: 1.20  
 Approved hours: 0.00  
 Approved calculated amount: 0.00

Notes

Complaint, cause and correction: was throwing a E2 code. I banged on gas valve and then ran water, it came on.  
 Correction: Customer needs a new water heater.  
 Note: Dealers should submit a picture of the appliance model & serial number data tag. If a picture of the tag is not provided, the model/serial numbers must be correctly entered on the warranty claim

Inspection

Model:  
 Serial number:  
 Brand:  
 Photo required for U.S  
 Photo required for Can  
 Return part required for  
 Return part required for

Overview

Line number	Status	Denial acknowledged	Attachment	Operation code	Operation description	Description
1	Portal fe...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	70-222-01-11-002716	Girard GSWH-2 Water Heater - complete	Appliances/Water Heater (Girard)/Replace/...



thread::k\_o4NrFHfnOaZflnVAXmvR8::

6 attachments

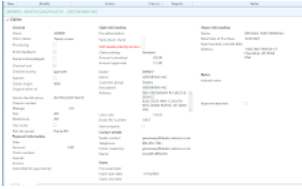


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61K



image002.png  
40K

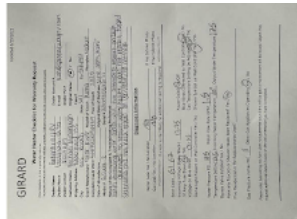


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332K

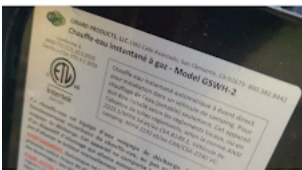


image004.png  
215K



image005.png  
202K

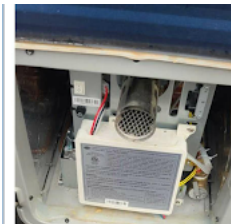


image006.png  
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