



Alix Mongiat <alix@dealer-advisors.com>

Fwd: Final Request Claim 828384

2 messages

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

Wed, Sep 11, 2024 at 9:37 AM

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

From: **Mary Lou Springer** <mspringer@granddesignrv.com>
Date: Wed, Sep 11, 2024, 9:08 AM
Subject: Final Request Claim 828384
To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Good Morning

*LINE 2 vendor requires clear pic of the defective part removed from the unit both sides with the valve open

LINE 4 vendor requires clear pic of the defective part removed from unit front and back

LINE 15 please provide invoice

LINE 17 vendor requires clear pic of each axle tag ALSO what were the zerks torqued too ?

Thank you 😊

Respectfully,

Mary Lou

Mary Lou Springer

Warranty Claims Processor

11356 CR 2

Middlebury, IN 46540

Phone : 574-825-9679

Fax: 574-825-9249



From: Mary Lou Springer
Sent: Tuesday, August 27, 2024 8:56 AM
To: greeneway@dealer-advisors.com
Subject: 2nd Request Claim 828384
Importance: High

Good Morning

*LINE 2 vendor requires clear pic of the defective part removed from the unit both sides with the Valve open

LINE 4 vendor requires clear pic of the defective part removed from unit front and back

LINE 15 please provide invoice

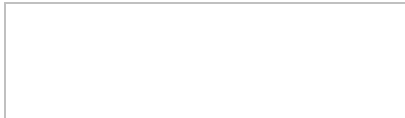
LINE 17 vendor requires clear pic of each axle tag ALSO what were the zerks torqued too ?

Thank you 😊

Respectfully,

Mary Lou

Mary Lou Springer
Warranty Claims Processor
11356 CR 2
Middlebury, IN 46540
Phone : 574-825-9679
Fax: 574-825-9249



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2 attachments



Greeneway Warranty <greeneway@dealer-advisors.com>

Wed, Oct 2, 2024 at 11:23 AM

To: Stephanie Kendziorski <stephanie@dealer-advisors.com>, Alix Mongiat <alix@dealer-advisors.com>

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

From: **Matt Ferkey** <mdferkey@greenewayrv.com>

Date: Wed, Oct 2, 2024 at 8:46 AM

Subject: RE: Final Request Claim 828384

To: mspringer@granddesignrv.com <mspringer@granddesignrv.com>

Cc: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>, Anna Freeman <afreeman@greenewayrv.com>

I will look into it and get you the information requested.



Matt Ferkey

Owner \ RVTI Certified Technician

Greeneway RV Sales & Service

8220 State Hwy 13 South

Wisconsin Rapids, WI 54494

T. (715) 325-5170

mdferkey@greenewayrv.com



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From: Mick Ferkey <mickferkey@greenewayrv.com>

Sent: Wednesday, October 2, 2024 9:35 AM

To: Matt Ferkey <mdferkey@greenewayrv.com>

Subject: Fwd: Final Request Claim 828384

Sent from my iPhone

Begin forwarded message:

From: Mary Lou Springer <mspringer@granddesignrv.com>

Date: October 2, 2024 at 8:38:54 AM CDT

To: greeneway@dealer-advisors.com

Cc: Mick Ferkey <mickferkey@greenewayrv.com>, Anna Freeman <afreeman@greenewayrv.com>

Subject: RE: Final Request Claim 828384

Good Morning

I have reached out numerous times with no response. I have copied a few others from the dealership hoping we can get this taken care of today as I would've normally just denied the whole claim and noted

no response from dealer. However there is also a recall on it so I haven't.

[Quoted text hidden]

[Quoted text hidden]

<image001.png>

From: Mary Lou Springer
Sent: Tuesday, August 27, 2024 8:56 AM
To: greeneway@dealer-advisors.com
Subject: 2nd Request Claim 828384
Importance: High

Good Morning

*LINE 2 vendor requires clear pic of the defective part removed from the unit both sides with the valve open

LINE 4 vendor requires clear pic of the defective part removed from unit front and back

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Thank you 😊

Respectfully,

Mary Lou

Mary Lou Springer

Warranty Claims Processor

11356 CR 2

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Phone : 574-825-9679

Fax: 574-825-9249

<image001.png>

[Quoted text hidden]