



Fwd: 1986215 : 5ZT2PUPB0N4015826 - GREENEWAY INC Case Number 5201890 [ref:!00Di00alhw.!500PM0O2bvK:ref]

Greeneway Warranty <greeneway@dealer-advisors.com>

To: Alix Mongiat <alix@dealer-advisors.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

T

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

From: **EmailToCase** <customerservice@lci1.com>

Date: Thu, Aug 8, 2024, 1:21 PM

Subject: RE: 1986215 : 5ZT2PUPB0N4015826 - GREENEWAY INC Case Number 5201890 [ref:!00Di00alhw.!500PM0O2bvK:ref]

To: aruiz@forestriverinc.com <aruiz@forestriverinc.com>

Cc: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>, ggonzalez@forestriverinc.com <ggonzalez@forestriverinc.com>

Hi Annette,

Thank you for sending this in. I authorize 0.5 hour to retorque the spindle nut and inspect the bearing. You can do a VCB and authorization is in case 5201890.

Thank you,

Jason T
Axle/Chassis Tech
LIPPERT
(574) 537-8900
www.lippert.com

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

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

From: Annette Ruiz [aruiz@forestriverinc.com]

Sent: 8/7/2024 11:43 AM

To: customerservice@lci1.com; greeneway@dealer-advisors.com

Cc: ggonzalez@forestriverinc.com

Subject: 1986215 : 5ZT2PUPB0N4015826 - GREENEWAY INC

Please note: Per our First Stop Warranty Program with our Vendors, a response is highly recommended within 24 hours. We will graciously allow up to 48 hours. Upon the 48th original 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 to your company's cooperation.

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

VENDOR, claim submitted

DOM M1/18/24

DOP 7/3/24

DEALER STATES: Complaint: DS front tire wheel bearing is loose.

Cause: 1000 defect from manufacturer. There was a cotter pin through the castle nut. The castle nut/axle nut was just not tight enough on the front DS wheel hub.

Correction: Pulled the wheel hub off to inspect the bearing and race and it seems like there was not enough bearing grease used. Pulled all 4 hubs just to check and made sure there was enough lug nuts to 90ft/lbs on all 4 wheels.