
Fwd: FW: 2182226 : 4X4TPUS26SP104415 - GREENEWAY INC

Melissa J. Islas <mislas@forestriverinc.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Good morning Aix,

I am sorry to be reaching out about this again. The vendor emailed me back with a question about this a/c. Attached is the email. Please provide a picture of the unit



MELISSA ISLAS

CLAIMS PROCESSER

mislas@forestriverinc.com

Office: (574) 327-2761

PUMA 420/XLE 425

520 Gerber St. Ligonier, IN 46767



From: Melissa J. Islas <mislas@forestriverinc.com>
Sent: Friday, May 23, 2025 9:22 AM
To: Alix Mongiat <alix@dealer-advisors.com>
Subject: RE: FW: 2182226 : 4X4TPUS26SP104415 - GREENEWAY INC

Good! 😊



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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Friday, May 23, 2025 9:16 AM
To: Melissa J. Islas <mislas@forestriverinc.com>
Subject: Re: FW: 2182226 : 4X4TPUS26SP104415 - GREENEWAY INC

Thank you so much!! I have not heard back yet, so this is extremely helpful!

On Fri, May 23, 2025 at 9:15 AM Melissa J. Islas <mislas@forestriverinc.com> wrote:

Good morning,

I found the model and serial number on the build sheet. It was finally uploaded to our file.

Thank you.



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From: Alix Mongiat <alix@dealer-advisors.com>

Sent: Thursday, May 22, 2025 11:43 AM

To: Melissa J. Islas <mislas@forestriverinc.com>

Subject: Re: FW: 2182226 : 4X4TPUS26SP104415 - GREENEWAY INC

Hello,

I have reached out to the dealership regarding this. Since this paid it was overlooked.

I will get this to you as soon as possible.

Thanks,

On Thu, May 1, 2025 at 11:40 AM Greeneway Warranty <greeneway@dealer-advisors.com> wrote:

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

From: **Melissa J. Islas** <mislas@forestriverinc.com>

Date: Thu, May 1, 2025, 11:35 AM

Subject: FW: 2182226 : 4X4TPUS26SP104415 - GREENEWAY INC

To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Hello,

Please provide the A/C model and serial number. As soon as possible. Per vendor.

Thank you.



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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

A Route 66/RVSurance Affiliate Company

906.201.2399

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

A Route 66/RVSurance Affiliate Company

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

From: Casey Caide <ccaide@airxcel.com>

To: "Melissa J. Islas" <mislas@forestriverinc.com>

Cc:

Bcc:

Date: Fri, 23 May 2025 16:08:19 +0000

Subject: RE: [External] Forest River Vendor Charge Back CB582194

Melissa,

Thank you, a picture of the unit would be great if they took one of those.

Thank you!

Casey Caide

Technical Assistance Coordinator

Coleman-Mach and Maxxair, Brands of Airxcel

3050 N. St. Francis

Wichita, KS 67219

Office: 574.247.9235
Fax: 316.832.3417
www.airxcel.com

Office Closure: Monday, May 26th, in observance of Memorial Day.



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From: Melissa J. Islas <mislas@forestriverinc.com>
Sent: Friday, May 23, 2025 11:01 AM
To: Casey Caide <ccaide@airxcel.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Good afternoon,

This is what was on our build sheet. I will reach out to the dealer and see if maybe they can provide more information.



RV

MELISSA ISLAS
CLAIMS PROCESSOR
mislas@forestriverinc.com
Office: (574) 327-2761
PUMA 420/XLE 425
520 Gerber St. Ligonier, IN 46767



From: Casey Caide <ccaide@airxcel.com>
Sent: Friday, May 23, 2025 11:44 AM
To: Melissa J. Islas <mislas@forestriverinc.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

Good morning Melissa,

CB582194 Both serial numbers provided on the build sheet are rooftop AC units 37204-099. The thermostat you are claiming is for an Underbunk AC unit 2241-10N. This thermostat will no

Does this vehicle have an Underbunk unit installed or did the dealer provide you with the incorrect coach VIN #?

Thank you!

Casey Caide

Technical Assistance Coordinator

Coleman-Mach and Maxxair, Brands of Airxcel

3050 N. St. Francis

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From: Melissa J. Islas <mislas@forestriverinc.com>
Sent: Thursday, May 22, 2025 2:13 PM
To: RVP Warranty Claims <rvpwarrantyclaims@airxcel.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

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Same to you!



MELISSA ISLAS

CLAIMS PROCESSER

mislas@forestriverinc.com

Office: (574) 327-2761

PUMA 420/XLE 425

520 Gerber St. Ligonier, IN 46767



From: RVP Warranty Claims <rvpwarrantyclaims@airxcel.com>
Sent: Thursday, May 22, 2025 3:09 PM
To: Melissa J. Islas <mislas@forestriverinc.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

Thanks so much! Have a great holiday weekend!

Britney Coffey
Warranty Claims Auditor
Airxcel, Inc.
3050 N St. Francis
Wichita, Kansas 67219
Office: 574-247-9235
Fax: 316-832-3417

Office Closure: Memorial Day May 26, 2025



From: Melissa J. Islas <mislas@forestriverinc.com>
Sent: Thursday, May 22, 2025 6:29 AM
To: Becky Aessa <Baessa@forestriverinc.com>; Britney Coffey <bcoffey@airxcel.com>
Cc: Gretchen Gonzalez <ggonzalez@forestriverinc.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

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Good morning,
I apologize for the delay.

Preplace (Lot)	FUNCTION	F40-10A
Black A/C	GI (Midwest Sales & Service)	13.5 ARC13AACB
	GI (Midwest Sales & Service)	15.5 ARC15AACB
Black 2nd A/C opt.	GI (Midwest Sales & Service)	13.5 ARC13AACB
	GI (Midwest Sales & Service)	15.5 ARC15AACB



MELISSA ISLAS
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mislas@forestriverinc.com
Office: (574) 327-2761
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520 Gerber St. Ligonier, IN 46767



From: Britney Coffey <bcoffey@airxcel.com>
Sent: Wednesday, May 21, 2025 5:16 PM
To: Becky Aessa <baessa@forestriverinc.com>
Subject: FW: [External] Forest River Vendor Charge Back CB582194

Unfortunately, we haven't received a response on the issue with your VCB.

Please respond with the **AC model and serial number** and **repaired part number** within 48 hours of receipt of this request.

Please note that if a response hasn't been received within 48 hours from the date of this email your VCB is subject to denial.

Thank you,

Britney Coffey
Warranty Claims Auditor
Airxcel, Inc.
3050 N St. Francis
Wichita, Kansas 67219
Office: 574-247-9235
Fax: 316-832-3417

Office Closure: Memorial Day May 26, 2025



From: RVP Warranty Claims
Sent: Thursday, May 1, 2025 8:34 AM
To: Becky Aessa <baessa@forestriverinc.com>
Subject: RE: [External] Forest River Vendor Charge Back CB582194

Good morning,

While reviewing the attached VCB, I noticed missing vital information.

Please respond with the **AC model and serial number** and **repaired part number** within 48 hours of receipt of this request.

Please note that if a response is not received within 48 hours from the date of this email, the submitted VCB is subject to denial.

Thank you,

Britney Coffey
Warranty Claims Auditor
Airxcel, Inc.
3050 N St. Francis
Wichita, Kansas 67219

Office: 574-247-9235

Fax: 316-832-3417

Office Closure: Memorial Day May 26, 2025



From: Forest River, Inc. <noReply@forestriverinc.com>
Sent: Thursday, May 1, 2025 8:02 AM
To: RVP Warranty Claims <rvpwarrantyclaims@airxcel.com>
Subject: [External] Forest River Vendor Charge Back CB582194

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Forest River has generated a Vendor Charge Back (VCB) to your company. Please review the VCB confirmation and associated picture(s) and/or files, if applicable, attached in the email. Cc about the charges or content.

Thank you for being a partner with Forest River, Inc.

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 **RE: [External] Forest River Vendor Charge Back CB582194.eml**
924K