



RE: 2273036 : 5ZT2PURB6N4016461 - GREENEWAY INC [thread::Dgg7s-h0ciOER0XHstNlhR8::]

EmailToCase <customerservice@lci1.com>

Wed, M

To: "ggonzalez@forestriverinc.com" <ggonzalez@forestriverinc.com>

Cc: "alix@dealer-advisors.com" <alix@dealer-advisors.com>, "aruiz@forestriverinc.com" <aruiz@forestriverinc.com>

Hello Gretchen,

For case number 5860906 with VIN ending in N4016461, can we please get more information for the slide? What is the slide not doing?

The email states that the trailer has a build date of 01/18/2024, but when putting the VIN in, it is coming up as a 2022 Puma? Is that the correct build date? Along with that looking at the build slide was built in April of 2025, why was the slide replaced in the first place?

Please provide photos of the floor rollers and the rack parallel measurements. I am attaching an example of how to measure the racks for parallel, you will want the slide fully extended to take measurements.

If you have any questions please call us at 574-537-8900.

Thank you,

Nick F.

Level and Slide Technician

O: 432-LIPPERT

F: (574)534-7161

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

WWW.LCI1.COM/STORE

Whenever, wherever, we make your experience better.
Lippert

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

From: Gretchen Gonzalez [ggonzalez@forestriverinc.com]

Sent: 5/14/2025 2:54 PM

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

Cc: aruiz@forestriverinc.com

Subject: 2273036 : 5ZT2PURB6N4016461 - 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, a resend of the original email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically a
chargeback submitted to your company. Thank you for your cooperation.

Vendor, following claim submitted:

DOM 1/18/2024

Dealer States: Complaint: Found on day of showthru- the schwintek system is bad and needs to be replaced.

Cause: Schwintek system does not work

Correction: R&R schwintek.

Additional Note :

greeneway@dealer-advisors.com, 2025-04-22 16:55:16 :: Slide out Model: V000609431

Claims

General

Claim: 2273036
Claim status: Needs review
Processing: ☐
Portal feedback: ☐
Denial acknowledged: ☐
Checked out: ☒
Checked out by: ggonzale
Expired: ☐
Claims origin: WEB
Original claim id:

Vehicle identification: 5ZT2PURB6N4016461
Chassis number:
Mileage: 0.0
Site: 425
Warehouse: 425
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: 420.00
Amount approved: 0.00

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: 11754B
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: 4/22/2025
Claim end date:

Owner information

Name: KELLY FALLIN
Retail Date of Purchase: 4/22/2025
Aged warranty override date:
Address: 3910 HERITAGE RIDGE DR
Wisconsin Rapids, WI 54494
USA

Notes

Internal notes:

Approval attached: ☐

Labor

Submitted

Dealer submitted hours: 3.00
Submitted calculated amount: 420.00

Approved

Approved base hours: 3.00
Approved hours: 0.00
Approved calculated amount: 0.00

Notes

Complaint, cause and correction: Additional Note :
greeneway@dealer-advisors.com, 2025-04-22 16:55:16 :: Slide out Model: V000609431

Note:

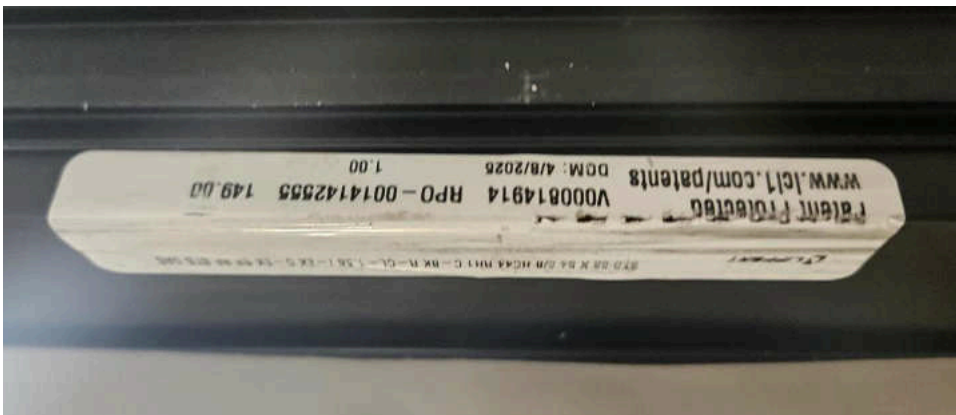
US Dealers are required to return the part.
Canadian Dealers:
Pictures are required in place of a part
return from Canada. Please provide
pictures of:

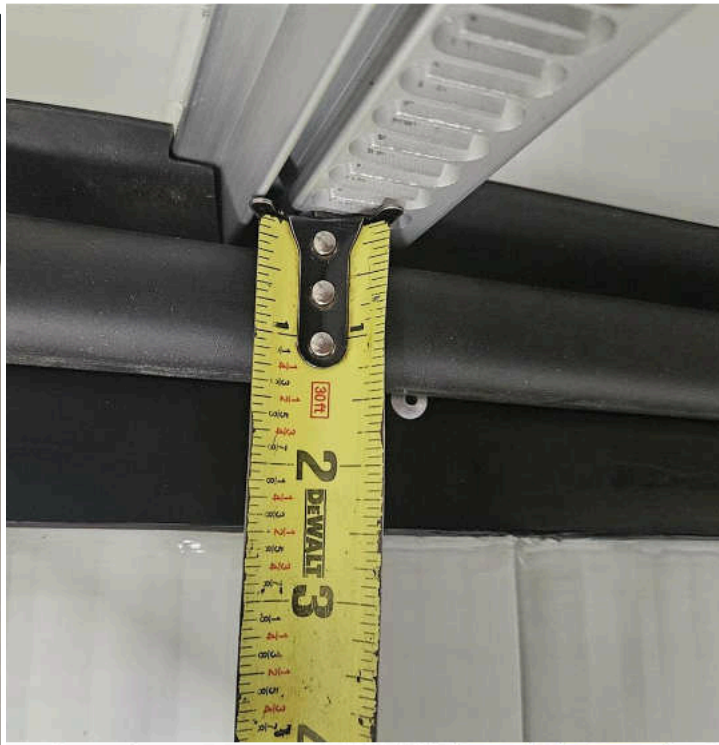
Inspection

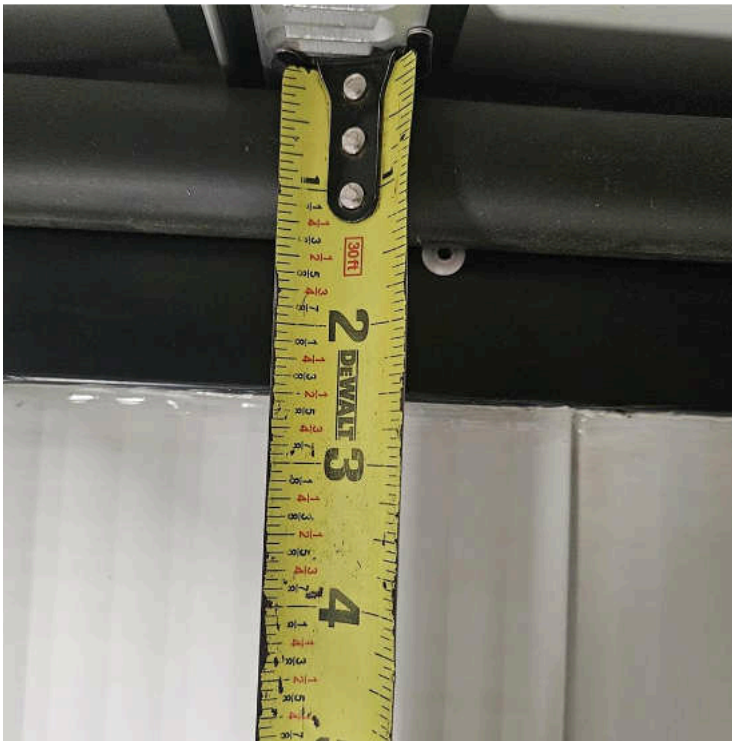
Model:
Serial number:
Brand:
Photo required for U.S.
Photo required for Can
Return part required for
Return part required for

Overview

+ New X Remove Edit Record Root operation Attachments Create Vendor charge back								
☐	Line number	Status	Denial acknowledged	Attachment	Operation code	Operation description	Description	Fir
	1	Feedback	☐	☒	10-12-01-00-000230	Above Floor Slide Out Mechanism	Frame & Chassis/Slide Out System - Lipper...	







Thank You.

GRETCHEN GONZALEZ

420/425 PUMA WARRANTY

574-642-0588

thread::Dgg7s-h0ciOER0XHstNihR8::



Parallel Measurement.png
260K