

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2337881
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TFLF26P1905024
USA		CHASSIS VIN	
		MILEAGE	0
Labor rate:	\$140.00	SITE/WAREHOUSE	010 / 010C
OWNER INFORMATION		ITEM #	FLT826BHS
		DEALER RO #	12206
		CLAIM START DATE	06/18/2025
		CLAIM END DATE	06/27/2025

Retail Date of Purchase

WARRANTY EXPIRATION DATE

Claim Line Details

Labor

Line# 1	Operation Code 40-120-01-11-003646	Operational Description One Control Unity X1 Board - Electrical/Wireless Remote Control System (Lippert)/Replace/Electrical		
	Complaint, Cause, Correction Original Note : greeneway@dealer-advisors.com, 2025-06-18 10:38:04 :: Complaint: Unity control board all the reversing relays won't work. Cause: Bad board. Correction: Replace board.			
Model#		Dlr Sub Hrs	1.50	Sub Labor Amt \$210.00
Serial#		Appr Hrs	1.50	Appr Labor Amt \$210.00

Notes

Hello, this message is to alert you that Forest River is currently reviewing your request with the Vendor. Please refrain from acknowledging this feedback as it will retain the claim on the dealers side of Dealer Connect as you await our response. Also, please refrain from submitting an order for this repair until the authorization is complete. Please be sure to read the feedback notes upon receiving Authorization for additional details. We will update the line once we receive their response. Thank you

Hello, our vendor has replied all via the email thread that the dealer is copied on and is requesting clarification/additional information. Please reply all to that thread with the needed information. We ask for a response within 2 business day. Failure to do so may result in a denial of the claim.

I do not see an email anywhere yet. Please provide the information they are needed in order for us to respond withing 2 business days. Thanks.

hello, i've sent the email again to the email ilsted on the claim here is what the vendor is asking....
Hello,

Every single retract pin does not supply voltage? What does work on the board? Sounds kind of odd that all of the REV outputs.

What is the voltage going to the Unity board on BATTERY ONLY, and if we swap the wires for the functions, does the EXT outputs work?

Reference Case Number 5965451

Thank you,

TRAVIS N.
OneControl Product Specialist

Hello, The requested repair has been authorized by Forest River and the Vendor for .50 hr. To replace the UNITY BOARD. Please order the replacement part from the Forest River parts department or a local supplier. If the part is purchased outside of Forest River or the Vendor, the Off-the-Shelf parts policy would be applied and a receipt would be required.

Hello, The requested repair has been authorized by Forest River and the Vendor for .50 hr. To replace the unity board. Please order the replacement part from the Forest River parts department or a local supplier. If the part is purchased outside of Forest River or the Vendor, the Off-the-Shelf parts policy would be applied and a receipt would be required.

PLEASE NOTE DEFECTIVE MUST BE RETURNED. KERB

Will cover additional labor time for dealership as email was sent regarding the additional labor. kerb

Hello there – We are providing a reminder that this repair line requires that this part be returned to us within 14 days of the claim be submitted for processing. Currently, there has not been a prepaid label created for return. Failure to return the part within this timeframe may result in denial of the repair. Please note that we are placing the claim back on the dealer’s side as we await the arrival of the defective part. Please only acknowledge this feedback once the part has shipped. Thank you for your partnership with Rockwood & Flagstaff.

9434630109355058600142

Hello, was the tracking from the claim not created? I do not see that the tracking number is attached to claim.

it was sent back to lippert per the return goods form.

USPS Ground Advantage® Cubic

4204654430129434630109355058600142 Scheduled delivery date: 06/28/2025

Shipped To:

LIPPERT COMPONENTS, INC

408 S BYRKIT ST

PLANT 39B

MISHAWAKA IN 46544-3012 US

\$6.93

Hello the process is to return the parts to Forest River and then the vendor would get from us. I will need the form attached of the shipping as well I will need to reach out to lippert to see if the part has arrived before the claim can be completed. Please attach form. Thank you
Attached information that was sent to Lippert.

Hello, after contacting the vendor they do not show that the part was returned, They are requesting that the tracking number be provided Thank you

Shipping information was already provided above. 9434630109355058600142

9434630109355058600142

hello, Lippert has responded back and states they did not receive/locate the part stating to be returned. Lippert has advised that the part was incorrectly sent to the wrong return address as they provided it in the email you are copied on. For feature claims please be sure that the correct address is being used if not sending back to Forest River. Lippert has authorized this as a goodwill gesture and 0.50 labor. With your acknowledgement the labor will be corrected to 0.50. Thank you

Hello, Lipper was already covering the 0.5 hour- Forest River was covering the rest per WI state law. We have the emails showing this. We do not accept the 0.5 hour.

Also- the Lippert form provides an address, so they may want to correct that form as the part was returned per the form.

Part

Line# 1

Item #	Description	Model #	Serial #	Part tag	
F100335673	MONITOR PANEL PART - 3H-2: CONTROL BOARD, UNITY X270 - V# 2022108250 X			0000371779	
Sub Qty	1.00	Sub Dlr Price	\$311.03	Sub Freight	\$35.84
Appr Qty	1.00	Appr Dlr Price	\$311.03	Appr Freight	\$35.84

Notes

Labor

Line# 2

Operation Code	Operational Description
10-12-15-00-000250	Drive Screw Assembly - Frame & Chassis/Slide Out System - Lippert/Repair or Replace/No Tread Code

Complaint, Cause, Correction

