



Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

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**Fwd: Requesting Authorization for 2337881 : 4X4TFLF26P1905024 - GREENEWAY INC [ thread::zipMdcnxc2WpErLAXQ0x2h8:: ]**

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**Greeneway Warranty** <[greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com)>  
To: Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

Thu, Jun 19, 2025 at 2:40 PM

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

From: **EmailToCase** <[customerservice@lci1.com](mailto:customerservice@lci1.com)>  
Date: Thu, Jun 19, 2025, 12:58 PM  
Subject: RE: Requesting Authorization for 2337881 : 4X4TFLF26P1905024 - GREENEWAY INC [ thread:: zipMdcnxc2WpErLAXQ0x2h8:: ]  
To: [rockwoodflagstaffauths@forestriverinc.com](mailto:rockwoodflagstaffauths@forestriverinc.com) <[rockwoodflagstaffauths@forestriverinc.com](mailto:rockwoodflagstaffauths@forestriverinc.com)>  
Cc: [greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com) <[greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com)>

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  
P: 432-LIPPERT | f: 537.534.7161  
E: [customerservice@lci1.com](mailto:customerservice@lci1.com)  
Lippert

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

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

**From:** Rockwood & Flagstaff Authorizations [[rockwoodflagstaffauths@forestriverinc.com](mailto:rockwoodflagstaffauths@forestriverinc.com)]  
**Sent:** 6/19/2025 11:40 AM  
**To:** [customerservice@lci1.com](mailto:customerservice@lci1.com)  
**Cc:** [greeneway@dealer-advisors.com](mailto:greeneway@dealer-advisors.com)  
**Subject:** Requesting Authorization for 2337881 : 4X4TFLF26P1905024 - GREENEWAY INC

Hello and Good Day,

The following is being requested: unity board

DOM: 5/31/2023

DOP: stock

# FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497	CLAIM STATUS	Pre-Auth
GREENEWAY INC	CLAIM	2337881
DBA GREENEWAY RV SALES & SERVICE	CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH	ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI	VIN	4X4TFLF26P1905024
54494	CHASSIS VIN	
USA	DOM	05/25/2023
LABOR RATE: \$140.00	MILEAGE	0
OWNER INFORMATION	SITE/WAREHOUSE	010//010C
	ITEM #	FLT826BHS
	DEALER RO #	12206
	CLAIM START DATE	6/18/2025
	CLAIM END DATE	

RETAIL DATE OF PURCHASE

WARRANTY EXPIRATION DATE

## Claim Line Details

### Labor

Line# 1	Operation Code	Operational Description
	40-120-01-11-003646	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 #	Submitted Hrs 1.50	Submitted Labor \$210.00
Serial #	Approved Hrs 0.00	Approved Labor \$0.00

#### Notes

<\\ax-file\prod\PortalFiles\files\Labor\ClaimLabor-Draft-f8025963-665c-45b2-8abe-ef7b496fbae8.jpg>

Dealers please be advised that you are included in this email so that you are alerted as soon as Forest River is alerted of the vendor response. Please note not all items will/can be sent directly by the vendor. Forest River and the vendor will alert you if the item will be sent directly to you from the vendor. Thank you for your partnership.

#### Notation to our Vendor Partners:

**Per our First Stop Warranty Program with your company, a response is highly recommended within 1 business day. We will graciously allow up to 2 business days. Upon the second business day, a resend of the original email will occur, allowing a final 1 business day for a response. Provided there is no response, the claim automatically approves and a chargeback submitted to your company. Thank you for your cooperation.**



## WARRANTY AUTHORIZATIONS ROCKWOOD & FLAGSTAFF BRAND

[rockwoodflagstaffauths@forestriverinc.com](mailto:rockwoodflagstaffauths@forestriverinc.com)  
Office: (574) 642-8907

**Rockwood & Flagstaff Division**  
Millersburg, IN 46540

[youtube icon](#) [linkedin icon](#) [TikTok icon](#)

### HELPFUL LINKS

[OWNERS MANUAL](#) | [HOW TO VIDEO'S](#) | [DEALER LOCATOR](#)

[HELPFUL TOOLS](#) | [WERV APP](#) | [ACCESSORIES](#)



## BRITTENY DILLON WARRANTY AUTHORIZATIONS

[bvdillon@forestriverinc.com](mailto:bvdillon@forestriverinc.com)  
office: (574) 642-8961 ext:10105



thread::zipMdcnxc2WpErLAXQ0x2h8::

### 5 attachments



image005.png  
48K



image001.png  
6K



image002.png  
2K



image003.png  
2K



image004.png  
2K