



Alix Mongiat <alix@dealer-advisors.com>

Fwd: Requesting Authorization for 2607394 : 5ZT2FSKB9S3038196 - GREENEWAY INC

Winegard Support <help@winegard.com>

Wed, Mar 18, 2026 at 11:56 AM

Reply-To: help@winegard.com

To: Rockwood & Flagstaff Authorizations <rockwoodflagstaffauths@forestriverinc.com>

Cc: alix mongiat <alix@dealer-advisors.com>

Hello,

Our flat rate schedule is below, the Air360+ has a 1 hour for the replacement.

[Flat Rate Schedule](#)

Winegard Customer Support Team

help@winegard.com

800-288-8094

M-F 8:30-4:45 CST

Sat. 8:00-2:45 CST

www.winegard.com

---- on Wed, 18 Mar 2026 10:49:43 -0500 "Rockwood & Flagstaff Authorizations"<rockwoodflagstaffauths@forestriverinc.com> wrote ----

Hello, Winegard

Thank you for the authorization. I just want to confirm the amount authorized as this was submitted for 3hrs in labor.

Thank you!



ADDISON CONSIGLIO WARRANTY AUTHORIZATIONS

aconsiglio@forestriverinc.com
office: (574) 642-8967

201 W Elm St.
Millersburg, IN 46543



From: Winegard Support <help@winegard.com>

Sent: Wednesday, March 18, 2026 11:02 AM

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

Cc: Rockwood & Flagstaff Authorizations <rockwoodflagstaffauths@forestriverinc.com>

Subject: Re:[## 100473 ##] Requesting Authorization for 2607394 : 5ZT2FSKB9S3038196 - GREENEWAY INC

Hello,

Thank you. We will get the replacement shipped to the address you have provided. RMA # WG260320800 has been emailed to the email address provided.

Please use the links below to access the Winegard Warranty claim form and our flat rate repair schedule. Please fill out the Warranty Claim form and send to warranty@winegard.com.

Warranty Claim Form

Flat Rate Schedule

Winegard Customer Support Team

help@winegard.com

800-288-8094

M-F 8:30-4:45 CST

Sat. 8:00-2:45 CST

www.winegard.com

---- on Wed, 18 Mar 2026 09:24:29 -0500 "**Alix Mongiat**"<alix@dealer-advisors.com> wrote ----

Thank you.

Greeneway RV

[8220 State HWY 13 South](#)

Wisconsin Rapids, WI 54494

715-325-5170

greeneway@dealer-advisors.com

Thanks,

On Wed, Mar 18, 2026 at 10:20 AM Winegard Support <help@winegard.com> wrote:

Hello,

Thank you. We can approve this replacement, can you please provide a good shipping address, full ship to name, phone number and email address to use for the RMA?

Winegard Customer Support Team

help@winegard.com

800-288-8094

M-F 8:30-4:45 CST

Sat. 8:00-2:45 CST

www.winegard.com

---- on Tue, 17 Mar 2026 14:10:20 -0500 "Alix Mongiat" <alix@dealer-advisors.com> wrote ----

Good afternoon,

The DC voltage was 13.46.

This was tested at Greeneway RV, [8220 State HWY 13](#) South, Wisconsin Rapids, WI 54494.

Thank you,

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

From: **Greeneway Warranty** <greeneway@dealer-advisors.com>

Date: Fri, Mar 13, 2026 at 2:39 PM

Subject: Fwd: [## 100473 ##] Requesting Authorization for 2607394 : 5ZT2FSKB9S3038196 - GREENEWAY INC

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

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

From: **Winegard Support** <help@winegard.com>

Date: Fri, Mar 13, 2026, 1:49 PM

Subject: Re:[## 100473 ##] Requesting Authorization for 2607394 : 5ZT2FSKB9S3038196 - GREENEWAY INC

To: Rockwood & Flagstaff Authorizations <rockwoodflagstaffauths@forestriverinc.com>

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

Hello,

Thank you for reaching out. Was the DC voltage checked going to the antenna via the coax cable? If so, what was the reading? Address where the antenna is being tested?

Winegard Customer Support Team

help@winegard.com

800-288-8094

M-F 8:30-4:45 CST

Sat. 8:00-2:45 CST

www.winegard.com

---- on Fri, 13 Mar 2026 08:30:04 -0500 "**Rockwood & Flagstaff Authorizations**"<rockwoodflagstaffauths@forestriverinc.com> wrote ----

Hello and Good Day,

The following is being requested: Air 360+ antenna

DOM: 4/21/2025

DOP: 8/9/2025

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Needs review
GREENEWAY INC		CLAIM	2607394
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH WISCONSIN RAPIDS, WI 54494 USA		ORIGINAL CLAIM ID	
		VIN	5ZT2FSKB9S3038196
		CHASSIS VIN	
LABOR RATE:	\$140.00	DOM	03/26/2025
OWNER INFORMATION		MILEAGE	0
GREGORY R PEDERSON		SITE/WAREHOUSE	010//010G
1513 MARGES LN Stevens Point, WI 54482 USA		ITEM #	FLTE20FK
		DEALER RO #	12369
		CLAIM START DATE	3/12/2026
		CLAIM END DATE	
715-401-9382			
RETAIL DATE OF PURCHASE	8/9/2025	WARRANTY EXPIRATION DATE	8/9/2026

Claim Line Details

Labor

Line#	1	Operation Code	Operational Description
		70-708-01-11-004500	Outdoor Unit Appliances/Antenna (Winegard Air 360, Connect)/Replace/Electrical

Complaint, Cause, Correction

Original Note :

greeneway@dealer-advisors.com, 2026-03-12 11:45:12 :: Complaint: The antenna is not working. The TV is working well, but there is nothing when scanning on the radio or the channels for the TV.

Cause: The antenna is not working, had to pull off the 360 antenna to make sure the antenna was hooked up and had power, made sure the antenna cable was not broke. Everything tested good, still had no signal. Put a different antenna on and go a signal.

Correction: Replace antenna. Time requested will include diagnostic of 1.7 hours and R&R 1.3 hours.

Model #	Submitted Hrs	3.00	Submitted Labor	\$420.00
Serial #	Approved Hrs	0.00	Approved Labor	\$0.00

Notes

hello, please provide a photo of the inside of the antenna showing the small green circuit board. Thank you!

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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: Effective 1/15/2026

As part of our First Stop Warranty Program, we kindly ask for a response within 1 business day. If no response is received within 24 hours, a Forest River Representative may send a reminder allowing an additional 24 hours, though this step is not required. After 48 hours (2 business days), we will proceed to assist our mutual customer to resolve the issue. This may result in a charge back to your company. Failure to respond to the communications in the prior listed time frames may result in a charge back to your company as well.

Thank you for your cooperation.



WARRANTY AUTHORIZATIONS ROCKWOOD & FLAGSTAFF BRAND

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

Rockwood & Flagstaff Division
Millersburg, IN 46543



HELPFUL LINKS

OWNERS MANUAL | HOW TO VIDEO'S | DEALER LOCATOR

HELPFUL TOOLS | WERV APP | ACCESSORIES

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

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Warranty Administrator

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www.iclaimsservices.com

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