

Fwd: Requesting Authorization for 2419095 : 5ZT2FSJC4T3039073 - GREENEWAY INC [thread::2nihs4sWdqS09xdxjl8iBR8::]

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

Mon, Sep 8, 2025 at 3:22 PM

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

From: **EmailToCase** <customerservice@lci1.com>
Date: Mon, Sep 8, 2025, 3:05 PM
Subject: RE: Requesting Authorization for 2419095 : 5ZT2FSJC4T3039073 - GREENEWAY INC [thread::2nihs4sWdqS09xdxjl8iBR8::]
To: rockwoodflagstaffauths@forestriverinc.com <rockwoodflagstaffauths@forestriverinc.com>
Cc: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

 auto-reply-header-v3

Case Number: 6197938
VIN: T3039073

Hello Warranty Authorizations,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new entry door and 1.6 hours of labor.

 auto-reply-footer

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

Best Regards,

Tristan M.
Care Center Customer Service Representative
p: 432:LIPPERT | f: 574.534.7161
e: customerservice@lci1.com
Lippert

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

From: Rockwood & Flagstaff Authorizations [rockwoodflagstaffauths@forestriverinc.com]
Sent: 9/5/2025 11:58 AM
To: customerservice@lci1.com
Cc: greeneway@dealer-advisors.com
Subject: Requesting Authorization for 2419095 : 5ZT2FSJC4T3039073 - GREENEWAY INC

Hello and Good Day,

The following is being requested: entry door

DOM: 7/17/25

DOP: stock

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0009497 GREENEWAY INC DBA GREENEWAY RV SALES & SERVICE 8220 STATE HWY 13 SOUTH WISCONSIN RAPIDS, WI 54494 USA LABOR RATE: \$140.00 OWNER INFORMATION	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">CLAIM STATUS</td> <td>Needs review</td> </tr> <tr> <td>CLAIM</td> <td>2419095</td> </tr> <tr> <td>CLAIM ORIGIN</td> <td>WEB</td> </tr> <tr> <td>ORIGINAL CLAIM ID</td> <td></td> </tr> <tr> <td>VIN</td> <td>5ZT2FSJC4T3039073</td> </tr> <tr> <td>CHASSIS VIN</td> <td></td> </tr> <tr> <td>DOM</td> <td>07/15/2025</td> </tr> <tr> <td>MILEAGE</td> <td>0</td> </tr> <tr> <td>SITE/WAREHOUSE</td> <td>010//010G</td> </tr> <tr> <td>ITEM #</td> <td>FLTE19FDS</td> </tr> <tr> <td>DEALER RO #</td> <td>12446B</td> </tr> <tr> <td>CLAIM START DATE</td> <td>8/29/2025</td> </tr> <tr> <td>CLAIM END DATE</td> <td></td> </tr> </table>	CLAIM STATUS	Needs review	CLAIM	2419095	CLAIM ORIGIN	WEB	ORIGINAL CLAIM ID		VIN	5ZT2FSJC4T3039073	CHASSIS VIN		DOM	07/15/2025	MILEAGE	0	SITE/WAREHOUSE	010//010G	ITEM #	FLTE19FDS	DEALER RO #	12446B	CLAIM START DATE	8/29/2025	CLAIM END DATE	
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CLAIM END DATE																											

RETAIL DATE OF PURCHASE

WARRANTY EXPIRATION DATE

Claim Line Details

Line# 3	Operation Code	Operational Description	
	20-66-01-00-000658	Entry Door Exterior/Entry Doors/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note :		
	greeneway@dealer-advisors.com, 2025-08-29 14:15:22 :: Complaint: The entrance door is bubbled a bit near the hinges.		
	Cause: Bubbled door. Almost looks like the door framing may have scrunched the door itself.		
	Correction: Noting for now in case future customer is not happy with this.		
	Model #	Submitted Hrs 0.00	Submitted Labor \$0.00
	Serial #	Approved Hrs 0.00	Approved Labor \$0.00
	Notes		

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
Office: (574) 642-8907

Rockwood & Flagstaff Division
Millersburg, IN 46540



HELPFUL LINKS

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

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

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6 attachments

FOREST RIVER WARRANTY CLAIM FORM			
DEALER ACCOUNT #	000437	CLAIM STATUS:	Needs Review
ORDER/WORK #		CLAIM:	2470006
DEA DISTRIBUTION/ FR SALES		CLAIM NUMBER:	MS33
R SERVICE		ORIGINAL CLAIM ID:	
BOOK SERVICE WARY TO SOLFR:		YR:	2019
PRODUCTS KNOWN, IN		CLAIMS VBI:	WTP SUBJECT 0000073
MODEL:		DATE:	01/11/2025
USA:		MI. FLAG:	0
LABOR RATE:	3150.00	STANDARD WORK:	05/01/20
OWNER INFORMATION:		FR #:	PLTS FR 001
		CLAIMS ID #:	120460
		CLAIM START DATE:	8/20/2024
		CLAIM END DATE:	
DETAILS OF PURCHASE:		WARRANTY EXPIRATION DATE:	
Claim Line Details:			

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Level 3	Operation Code	Operational Description
20.00.01.00.000008	20.00.01.00.000008	Entry Door (Closed/Entry Closed/Engine/No Travel Code)
		Component, Cause, Correction
		Original Note
		psrsmg@forestriverinc.com, 2025-08-29 14:15:27 - Complaint: The entrance door is inhibited a left hand the hinges. Check the door lock. Model based on the door opening has been inspected the door lock. Correction: Waiting for new or repair before customer is not happy with this.
	Model #	Submitted hrs: 0.00
	Serial #	Submitted Labor: \$0.00
		Approved hrs: 0.00
		Approved Labor: \$0.00

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