

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2413389
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4TPUS25SP104082
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	420 / 420
Labor rate:	\$140.00	ITEM #	PUT401RLFT
OWNER INFORMATION		DEALER RO #	12568
CRAIG A BEILKE		CLAIM START DATE	08/25/2025
4710 MESKER ST		CLAIM END DATE	11/18/2025
Schofield, WI 54476			
USA			
Retail Date of Purchase	08/14/2025	WARRANTY EXPIRATION DATE	08/14/2026

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description		
	20-78-01-00-000799	Awning Fabric - Lippert - Exterior/Awnings (Lippert)/Replace/No Tread Code		
	Complaint, Cause, Correction			
	Original Note : greeneway@dealer-advisors.com, 2025-08-25 17:32:50 :: Complaint: Customer states awning is pulling away from track and the set screw needs to be reattached, does not see any ripping on fabric. Cause: Fabric is ripped. Correction: Will need new fabric.			
	Model# 1	Dlr Sub Hrs	2.50	Sub Labor Amt \$350.00
	Serial# 1	Appr Hrs	1.50	Appr Labor Amt \$210.00

Notes

do you have a photo of the set screws that caused this ?
These are the only photos we have as this was a service call to the unit. Thanks.
so what caused the awning to rip ? kinda hard to determine when the tech did not provide photos of the set screw he mentioned .
Per the technician, the photos uploaded already show the set screw and the awning fabric pulling away from the tube. I have uploaded the photo again.
claim submitted to vendor follow email thread
per vendor
The claim states there is no ripping and also states fabric is torn, can you clarify what is happening? We will need a top side photo of the concern.

The complaint is what the customer stated, which that there was no ripping. Upon inspection we noticed there was ripping. Thanks.
submitted photos to vendor
Case Number: 6221249 VIN: SP104082

Hello Annette Ruiz,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new awning fabric and 1.5 hours of labor.

Thank you,
Aaron K.
Care Center Customer Service Representative

P: 432-LIPPERT | f: 537.534.7161
E: customerservice@lci1.com
Lippert

Part					
Line# 1	Item #	Description			
	F100404665	AWNING, 21' LED/BLACK SOLID - FABLED WHITE SAE V000608137			
	Model #	Serial #	Part tag		
	Sub Qty	1.00	Sub Dlr Price	\$452.63	Sub Freight \$359.45
	Appr Qty	1.00	Appr Dlr Price	\$452.63	Appr Freight \$359.45
	Notes				

Submitted			Approved		
	Labor Amt	\$350.00		Labor Amt	\$210.00
	Parts & Freight	\$812.08		Parts & Freight	\$812.08
	Total	\$1,162.08		Total	\$1,022.08

DEALER _____ DATE _____
SIGNATURE
I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER _____ DATE _____
SIGNATURE
All repairs described have been inspected and are satisfactory.