

GREENEWAY, INC.
8220 STATE HWY 13 SOUTH
WISCONSIN RAPIDS WI
US
54494
(715) 325-5170

WORK ORDER # 12632B

Date In:	02 SEP 25	Author:	MGRAY
Promised Date:	31 DEC 26	Stock No:	11461
:	:	Year:	2026
Customer Name:	1000 - GREENEWAY RV SA	Manufacturer:	FOREST RIVER
Address:	8220 STATE HWY 13 SOUT	Brand:	FLAGSTAFF SUPER-LITE T
:	WISCONSIN RAPIDS, WI	Model:	26SFK
Postal/Zip:	54494	Miles/Hrs:	0
Phone#(res):	800-758-2272	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	NONE	Tag#:	:
Purchased Date:	20 SEP 25	:	:
Delivery Date:	26 SEP 25	:	:
InService Date:	:	:	:
Serial#:	4X4TFLF28TZ198830	:	:

Job #	Description	JOB INFORMATION	Type	Bill To
WARR	COMPLAINT:	WARRANTY REPAIR 2 - Black and Gray #1	W	1021 FORES
	CAUSE:	holding tanks not reading accurately. Tanks read 2/3 when confirmed full. Factory defect Unity monitoring boards shipped with incorrect programming from the factory, causing inaccurate tank level readings on Black and Gray #1 holding tanks. This defect could not be identified through standard diagnostic procedures and required extensive systematic elimination of all other possible failure points before the root cause could be confirmed. Unit was in the shop on 5 separate occasions spanning 29 AUG 2025 through 27 FEB 2026. Tanks were filled and drained each visit to verify readings. Underbelly was dropped and reinstalled each visit to access tanks, wiring, and sensor packs. Diagnostic steps performed, in coordination with Lippert Technical Support (Case #6243420, Case #6501671): Verified all wiring connections and ohm readings from tank sensors. Per Lippert direction, replaced Unity board (Z270P) issue persisted. Swapped touch panel with known-good unit from stock unit issue persisted. Moved resistor packs		

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between all three tanks to isolate all packs tested good. Swapped tank assignments on Unity board issue followed the board, not the tanks. Added additional tank probes issue persisted. Verified tank venting to rule out air pocket causing false readings. Ran external wiring from Unity board directly to tank sensors issue persisted. Ran external wiring from battery directly to Unity board issue persisted. Tested on battery power only and on shore power issue present in both conditions. Ran external ground directly from battery terminal to tanks issue persisted. Used oscilloscope to test for electrical noise on monitoring circuit. Consulted with Grand Design Factory Mobile Technician who was on-site at our facility technician was unable to identify the cause. Multiple hours were spent on hold and in active calls with Lippert Technical Support across multiple sessions. Lippert was unable to diagnose the issue remotely and escalated internally but did not follow up, requiring additional dealer-initiated calls. After exhaustive elimination of all wiring, sensor, grounding, power supply, and component failures, connected an old-style standalone readout display directly to tank sensors all sensors read accurately on the standalone display, confirming the Unity boards themselves were the point of failure. Root cause determined: Unity boards were incorrectly programmed at the factory, causing them to interpret correct sensor signals inaccurately. Additionally, during the diagnostic process, performed voltage drop testing across the negative side of the tank heaters and found resistance on the ground path. Cleaned and secured grounds from tank heater pads to frame to resolve unrelated tank heater ground issue discovered during diagnosis.

CORRECTION: Cleaned and secured all chassis grounds.

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Added supplemental ground from tank heater pads to frame to correct unrelated tank heater ground issue found during diagnosis. Corrected loose wiring found during inspection. Confirmed all tank sensors and resistor packs functioning correctly. Monitor panel now reading all tanks accurately. Reattached underbelly and sealed all access points with foam. All 25.44 technician hours represent legitimate diagnostic and repair time necessitated by a factory defect that could not be identified through standard troubleshooting procedures and that Lippert Technical Support and a Grand Design Factory Mobile Technician were also unable to diagnose.

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Job # Part No Description PARTS Bill to Qty Price Total
*****
WARR0 822009815 MONITOR PANEL PART - PFL: D W-1021 0 385.31 0.00
WARR0 82200042 TANK HOLDING PROBE WELL NUT W-1021 2 1.39 2.78
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Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total
*****
ARR02 Z992 MISC LABOUR CODE (WARR RW W-1021 1.07 140.00 149.80
ARR02 WARR MANUFACTURER WARRANTY RW W-1021 0.00 140.00 0.00
ARR02 WARR MANUFACTURER WARRANTY RW W-1021 0.98 140.00 137.20
ARR02 WARR MANUFACTURER WARRANTY RW W-1021 1.51 140.00 211.40
ARR02 WARR MANUFACTURER WARRANTY RW W-1021 0.00 140.00 0.00
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 3.58 140.00 501.20
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 1.54 140.00 215.60
ARR02 WARR MANUFACTURER WARRANTY TD W-1021 0.00 140.00 0.00
ARR02 WARR MANUFACTURER WARRANTY TD W-1021 0.43 140.00 60.20
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 0.00 140.00 0.00
ARR02 WARR MANUFACTURER WARRANTY TD W-1021 0.31 140.00 43.40
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 6.18 140.00 865.20
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 1.87 140.00 261.80
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 2.10 140.00 294.00
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 0.59 140.00 82.60
ARR02 WARR MANUFACTURER WARRANTY JS W-1021 2.26 140.00 316.40
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BILLINGS SUMMARY
Type Bill Id Parts Labour Sublet Extras Tax Total
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W 1021 2.78 3138.80 0.00 0.00 0.00 3,141.58
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BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total

Totals	2.78	3138.80	0.00	0.00	0.00	3,141.58

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&k0S