

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	2432041
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	5ZT2PURB6N4016461
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	425 / 425
Labor rate:	\$140.00	ITEM #	PUT26FKDS-1
OWNER INFORMATION		DEALER RO #	12688
KELLY FALLIN		CLAIM START DATE	09/11/2025
3910 HERITAGE RIDGE DR		CLAIM END DATE	01/27/2026
Wisconsin Rapids, WI 54494			
USA			
Retail Date of Purchase	04/22/2025	WARRANTY EXPIRATION DATE	04/22/2026

Claim Line Details

Labor

Line#	1	Operation Code	Operational Description
		20-78-01-00-000801	Lippert Awning Outer Arm - Exterior/Awnings (Lippert)/Replace/No Tread Code
		Complaint, Cause, Correction	
		Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:28:14 :: Complaint: Customer states that the awning arm to the front does not stay upright. Cause: Forward awning arm adjustment will not stay straight. Confirmed this by testing. Put the awning out completely, awning arm folded upon using. Tightened hardware in arm joint as tight as possible, not much better. Correction: Replace awning arms. Lippert Solera, 63" Black	
Model#	1	Dlr Sub Hrs	3.50
		Sub Labor Amt	\$490.00
Serial#	1	Appr Hrs	0.50
		Appr Labor Amt	\$70.00

Notes

submitted to vendor, follow email thread
acknowledging so this gets put back in FR side. Photos added to other line.
submitted to vendor, follow email thread
Case Number: 6249493 VIN: N4016461

Hello Gretchen Gonzalez,
Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new pitch arm and 0.5 hours of labor.

Thank you,
Abby G.
Care Center Customer Service Representative
LIPPERT
P: 432-LIPPERT | f: 574.534.7161
E: customerservice@lci1.com
LIPPERT

Part

Line#	1	Item #	Description
		USERPART	Replacement pitch arm for solera XL Flat RV awnings w/ 63" Long Support Arms - Black
		Model #	Serial #
			Part tag

Sub Qty	1.00	Sub Dlr Price	\$237.22	Sub Freight	\$0.00
Appr Qty	1.00	Appr Dlr Price	\$182.48	Appr Freight	\$0.00

Notes

Labor

Line# 2

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, 2025-09-11 11:30:02 :: Complaint: Customer states that the awning fabric is beginning to pull out of the track that that awning fabric sits in. Cause: Awning fabric is separating from the mounting bead. Is this one of the recalled lippert fabrics? Correction: Replace 21' black fabric with double mounting bead.

Model# 1 **Dlr Sub Hrs** 2.00 **Sub Labor Amt** \$280.00

Serial# 1 **Appr Hrs** 1.50 **Appr Labor Amt** \$210.00

Notes

submitted to vendor, follow email thread
no this is not affected by the fabric TSB
per vendor:
Case Number: 6214865
VIN: N4016461

Can you please provide photo from top view of the awning fabric showing the failure ?

Photos added. Thank you.
submitted to vendor, follow email thread
Hello, looking for an update on this has it has been two days. Thanks.
.50 to r/r pitch arm auythorized on line 1
Case Number: 6249493
VIN: N4016461
Case Number: 6249493
VIN: N4016461

Hello Gretchen Gonzalez,
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 pitch arm and 2 hours of labor.

This is the updated authorization.

Thank you,
Abby G.
Care Center Customer Service Representative
LIPPERT
Case Number: 6249493013

Part

Line# 2

Item #	Description				
F100197596	AWNING, 21' LED/POWER BLACK SOLID				
Model #	Serial #	Part tag			
Sub Qty	Sub Dlr Price	Sub Freight	\$435.99	\$450.45	
Appr Qty	Appr Dlr Price	Appr Freight	\$435.99	\$450.45	

Notes

Labor

Line# 3

Operation Code **Operational Description**
10-11-01-00-000205 Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Replace/No

Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:34:29 :: Complaint: Water leak on bedroom slide left side where the wires are coming out of the wall. Customer caulked it the best they could but need to find out where the water was leaking in from. Cause: Climbed up to the roof and did a hose test, applying a generous amount of water on slide roof area. Water is running in on rear side of slide and pooling on floor, need to perform a second attempt to zero in on leaking area. Upon further investigation and multiple attempts to get it to leak, only time it is leaking is when the flap seals are flipped inwards. Seems that torrential driving rain will seep in on schwintek rail and run down sidewall edge of slide. For whatever reason, schwintek does not contact the fascia board. Usually, schwintek butts up to fascia board. The amount of water over time has begun to water damage bottom of wall panel and the small side table which is fixed to the rear wall. Really uncertain what course of action to take here, there are multiple factors contributing to this leaking issue. Another issue present is the corner of the slide floor beginning to moisture damage. Correction: R&R schwintek system to put in long rails and R&R damaged wood from water leak. Additional Note : greeneway@dealer-advisors.com, 2025-09-11 11:36:20 :: Unsure one what labor code best fits this job.

Model#	Dlr Sub Hrs	10.00	Sub Labor Amt	\$1,400.00
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Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00
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Notes

schwintek slide replaced on claim 2273036
dealer responsible for the install

Labor

Line# 4

Operation Code

40-196-01-11-004472

Operational Description

Charging Center - USB and USB-C - Electrical/12 Volt Interior/Replace/Electrical

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:38:13 :: Complaint: The USB outlets on the bedroom slide back wall don't work. Assuming from the water leak. Cause: States USB outlet on back of bed slide not working. Attempted to charge phone from outlet and not putting any power out. Attached multimeter to wire crimps on back of USB outlet and has 12.7 vdc going into the USB outlet, outlet is dead. Correction: Replace outlet.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$70.00
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Serial#	Appr Hrs	0.00	Appr Labor Amt	\$0.00
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Notes

goodwill parts only
dealer installed slide system on claim referenced on line 3

Part

Line# 1

Item #

F100233095

Description

USB PORT, DUAL CHARGE BLACK, SIGMSW, SP0192-15-A0311

Model #**Serial #****Part tag**

Sub Qty 1.00

Sub Dlr Price

\$5.32

Sub Freight

\$18.81

Appr Qty 1.00

Appr Dlr Price

\$5.32

Appr Freight

\$18.81

Notes**Labor**

Line# 5

Operation Code

40-196-01-11-001267

Operational Description

Double Pancake Light - Electrical/12 Volt Interior/Replace/Electrical

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:40:05 :: Complaint: Bedroom slide light above the bed on the right doesn't work. Cause: Turned on the light and it does turn on, checked both, they both work. The button on the light in question is not working correctly; it seems sticky and needs a look at. Took the lens off and investigated issue. Push pin is not long enough and is getting stuck all the way up when trying to click the button. Correction: Added a small piece of aluminum in back side of button, extending length of button, works great now.

Model#	Dlr Sub Hrs	0.40	Sub Labor Amt	\$56.00
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Serial#	Appr Hrs	0.20	Appr Labor Amt	\$28.00
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Notes**Labor**

Line# 6

Operation Code

40-196-01-11-001267

Operational Description

Double Pancake Light - Electrical/12 Volt Interior/Replace/Electrical

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:42:59 :: Complaint: Bedroom ceiling light by the bathroom door has debris in it and it is adding up. Cause: Debris in light, construction debris in bedroom like fixture, fell in lense from cavity above. Correction: Removed light fixture, sucked out debris from ceiling cavity with shop vac, reinstalled the light fixture.

Model#	Dlr Sub Hrs	0.25	Sub Labor Amt	\$35.00
Serial#	Appr Hrs	0.10	Appr Labor Amt	\$14.00

Notes**Labor****Line# 7****Operation Code**

70-146-01-00-001656

Operational Description

Haier AC - complete - Appliances/Air Conditioning/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:47:12 :: Complaint: Air conditioning check needed. Always worked great until our last trip last weekend. Air wasn't getting cold and the airflow in the bedroom and ceiling vent by the bathroom door isn't as strong as the other ceiling vents. This is a recent issue and hasn't been an issue before. Cause: Tested A/C unit on coach. Ambient shop temp is 72 degrees. Ran a/c unit on cool, at high fan speed for 15 mins. Set thermostat to coldest setting 60 degrees. Thermometer showed 47 degrees coming from a/c plenum. This is beyond the 10-15 degree specs designated by manufacturer. Working well. Airflow to bedroom vents in ceiling seem adequate. Using the paper test it is blowing hard enough for paper to be at a 45 degree angle. These vents are at the furthest end of the duct run, naturally they will not blow as strongly as the ones closest to the a/c unit. Correction: NPG - diagnostic time per state of WI law.

Model# 1	Dlr Sub Hrs	0.90	Sub Labor Amt	\$126.00
Serial# 1	Appr Hrs	0.30	Appr Labor Amt	\$42.00

Notes

will advise
1x dealer goodwill
you have received emails regarding this previously

Labor**Line# 8****Operation Code**

20-53-01-00-000702

Operational Description

Screw Cover - Exterior/Fiberglass Sidewall/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : greeneway@dealer-advisors.com, 2025-09-11 11:50:46 :: Complaint: Exterior back top has a large gap in the molding. Customer filled it with caulk, and we haven't had any more water leaks into the bedroom, but they would like it fixed properly. Check the roof back left side. Is the rubber losing its adherence? Cause: The gap in question is the screw track cover. Screw track is horribly misaligned, which made screw track cover pop out right at seam. Water was leaking at gutter seam, but it did not run behind sliding or ruin anything. Correction: Removed a section of screw track and realigned, added appropriate number of screws to secure screw track correctly. Reinstalled screw track cover and resealed areas affected.

Model#	Dlr Sub Hrs	0.70	Sub Labor Amt	\$98.00
Serial#	Appr Hrs	0.50	Appr Labor Amt	\$70.00

Notes**Submitted**

Labor Amt	\$2,555.00
Parts & Freight	\$1,093.05
Total	\$3,648.05

Approved

Labor Amt	\$434.00
Parts & Freight	\$1,093.05
Total	\$1,527.05

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.