



Fwd: 2432041 : 5ZT2PURB6N4016461 - GREENEWAY INC [thread::wMwzJGIgffWT-2A30PE2xB8::]

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

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

From: **EmailToCase** <customerservice@lci1.com>
Date: Fri, Sep 12, 2025, 1:44 PM
Subject: RE: 2432041 : 5ZT2PURB6N4016461 - GREENEWAY INC [thread::wMwzJGIgffWT-2A30PE2xB8::]
To: ggonzalez@forestriverinc.com <ggonzalez@forestriverinc.com>
Cc: aruiz@forestriverinc.com <aruiz@forestriverinc.com>, greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

 auto-reply-header-v3

Case Number: 6214844
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.

 auto-reply-footer

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

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

From: Gretchen Gonzalez [ggonzalez@forestriverinc.com]
Sent: 9/11/2025 12:57 PM
To: customerservice@lci1.com; greeneway@dealer-advisors.com
Cc: aruiz@forestriverinc.com
Subject: 2432041 : 5ZT2PURB6N4016461 - GREENEWAY INC

Stop Warranty Program with our Vendors, a response is highly recommended within 24 hours. We will graciously allow up to 48 hours. Upon the 48 hours, email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically approves and a chargeback submitted. Thank you for your cooperation.

Vendor, following claim submitted:

DOM 1/18/2024

Dealer States: 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.

Correction: Replace awning arms. Lippert Solera, 63" Black

Claims

General

Claim: 2432041
Claim status: Pre-Auth
Processing: ☐
Portal feedback: ☐
Denial acknowledged: ☐
Checked out: ☒
Checked out by: ggonzale
Expired: ☐
Claims origin: WEB
Original claim id:

Vehicle identification: SZT2PURB6N4016461
Chassis number:
Mileage: 0.0
Site: 425
Warehouse: 425
Has issues: ☐
Flat rate group: Puma 420

Payment information

Date:
Amount: 0.00
Check number:
Journal:
Invoice:
Submitted for payment by:

Claim information

Pre authorization:
Parts return check: ☐
Unit needs priority service: ☐
Claim posting: Standard
Amount submitted: 2,555.00
Amount approved: 0.00

Dealer: 0009497
Name: GREENEWAY INC
Customer group: Dealers
Description: GREENEWAY INC
Address: DBA GREENEWAY RV SALES & SERVICE
8220 STATE HWY 13 SOUTH
WISCONSIN RAPIDS, WI 54494
USA

Labor rate: 140.00
Dealer RO number: 12688
Intercompany: ☐

Contact details

Dealer contact: greeneway@dealer-advisors.com
Telephone: 989-450-7583
Portal created by: greeneway@dealer-advisors.com
Name: iCLAIM SERVICES

Dates

Processed date:
Claim start date: 9/11/2025
Claim end date:

Owner information

Name: KELLY FALLIN
Retail Date of Purchase: 4/22/2025
Aged warranty override date:
Address: 3910 HERITAGE RIDGE DR
Wisconsin Rapids, WI 54494
USA

Notes

Internal notes:

Approval attached: ☐

Labor

Submitted

Dealer submitted hours: 3.50
Submitted calculated amount: 490.00

Approved

Approved base hours: 0.30
Approved hours: 0.00
Approved calculated amount: 0.00

Notes

Complaint, cause and correction: hardware in arm joint as tight as possible, not much better.
Correction: Replace awning arms. Lippert Solera, 63" Black

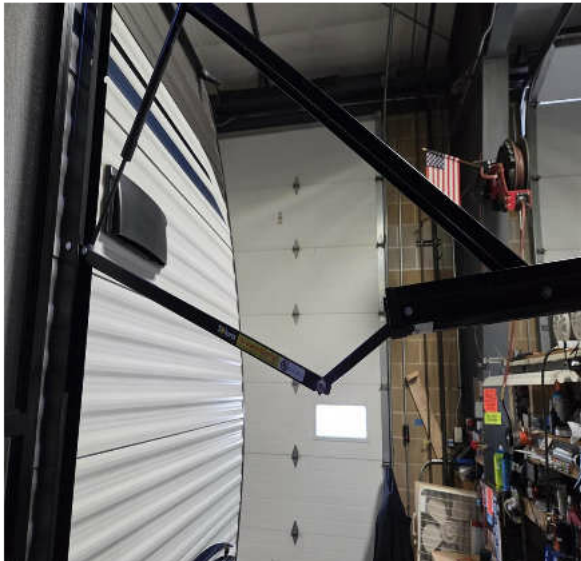
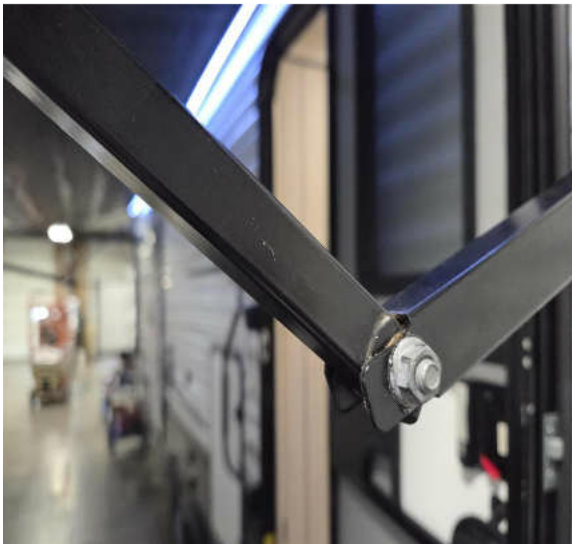
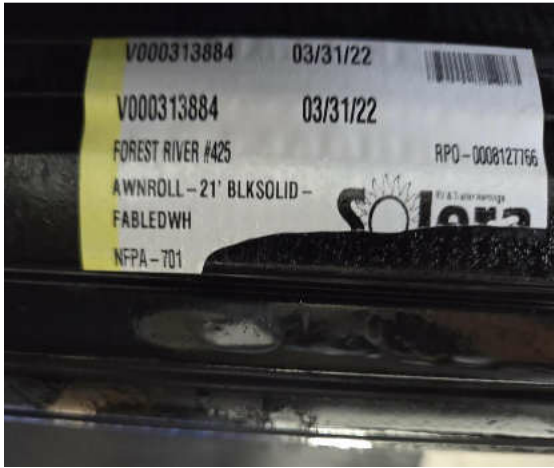
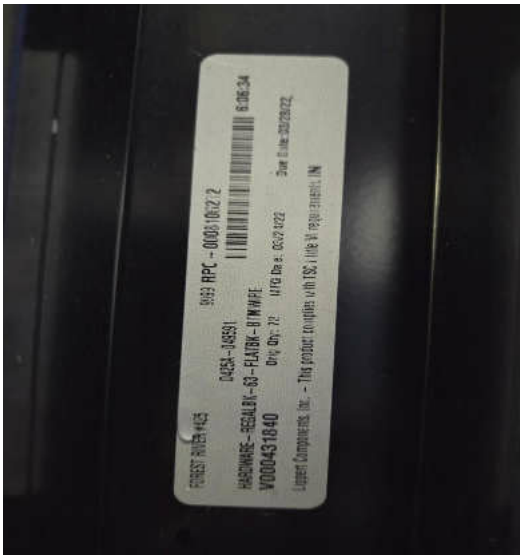
Note: A complete awning replacement requires authorization from the manufacturer, and that authorization number must be submitted on warranty claim if you have contacted them directly. You are also

Inspection

Model:
Serial number:
Brand:
Photo required for U.S.
Photo required for Cani
Return part required for
Return part required for

Overview

+ New X Remove Edit Record ABC Root operation Attachments ★ Create Vendor charge back								
☐	Line number	Status	Denial acknowledged	Attachment	Operation code	Operation description	Description	Fi
	1	Draft	☐	☒	20-78-01-00-000801	Lippert Awning Outer Arm	Exterior/Awnings (Lippert)/Replace/No Tre...	



Thank You.

GRETCHEN GONZALEZ
4200/425 PUMA WARRANTY
574-642-0588

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6 attachments

Product Information			
Model	4200	Serial Number	4200
Year	2022	Manufacturer	Forest River
Weight	1470 lbs.	Capacity	1470 lbs.
Dimensions	21' x 8' x 6'	Material	Aluminum
Color	Black	Finish	Powder Coat
Accessories	None	Warranty	3 Year
Notes	This product complies with ISO 11811 V12012012, IN		

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Product Information			
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Dimensions	21' x 8' x 6'	Material	Aluminum
Color	Black	Finish	Powder Coat
Accessories	None	Warranty	3 Year
Notes	This product complies with ISO 11811 V12012012, IN		

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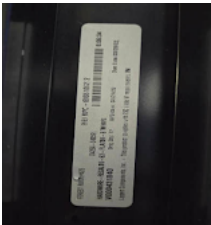


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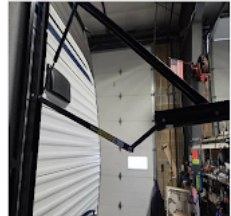


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