



RE: 2432041 : 5ZT2PURB6N4016461 - GREENEWAY INC [thread::tk9EhmeQc0uPJEB6nDTMjB8::]

EmailToCase <customerservice@lci1.com>

To: "ggonzalez@forestriverinc.com" <ggonzalez@forestriverinc.com>

Cc: "alix@dealer-advisors.com" <alix@dealer-advisors.com>, "aruiz@forestriverinc.com" <aruiz@forestriverinc.com>

 auto-reply-header-v3

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.

 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: 9/24/2025 10:33 AM

To: customerservice@lci1.com; alix@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, a email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically approves and a chargeback submit. Thank you for your cooperation.

Vendor, following claim submitted:

****PLEASE NOTE THERE ARE 2 CLAIM SUBMITTED BELOW PERTAINING TO AWNING****

DOM 1/18/2024

ISSUE #1

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 better.

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

Claims

General

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

Vehicle identification: 5ZT2PURB6N4016461
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: 154.00

Dealer: 0009497
Name: GREENEWAY INC
Customer group: Dealers
Description: DBA GREENEWAY RV SALES & SERVICE
Address: 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

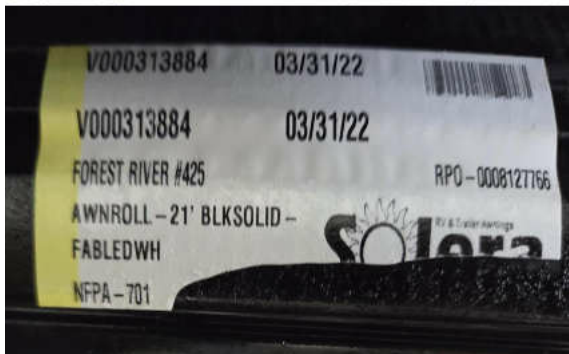
Note: A complete awning replacement requires authorization from the manufacturer, and that authorization number must be submitted on warranty claim if you have contacted them directly. You are also

Inspection

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

Overview

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



ISSUE #2

Dealer States: Complaint: Customer states that the awning fabric is beginning to pull out of the track that that awning fabric sits in.

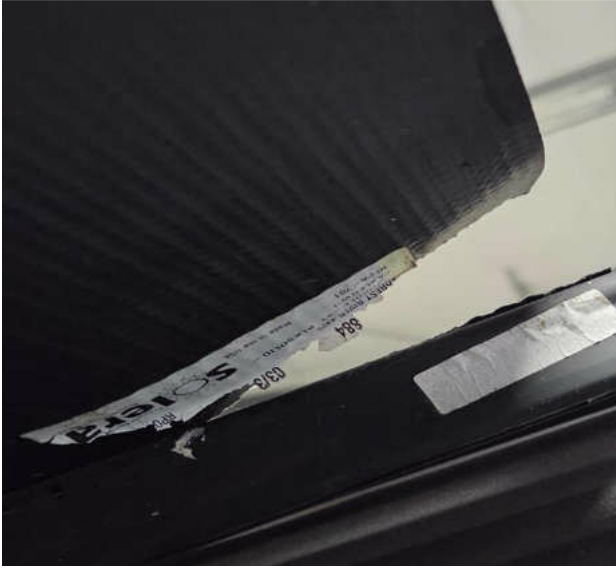
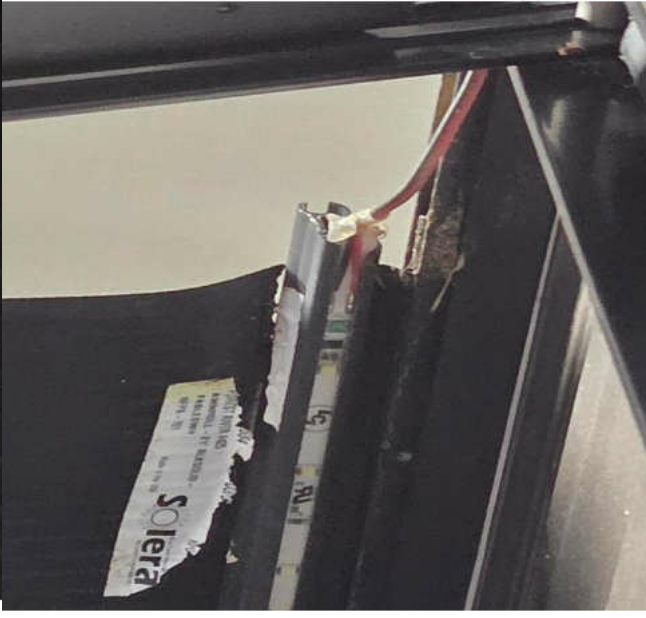
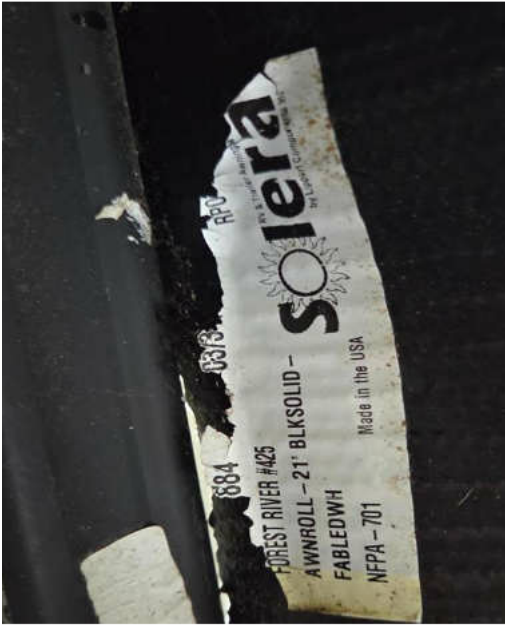
Cause: Awning fabric is separating from the mounting bead. Is this one of the recalled lippert fabrics?

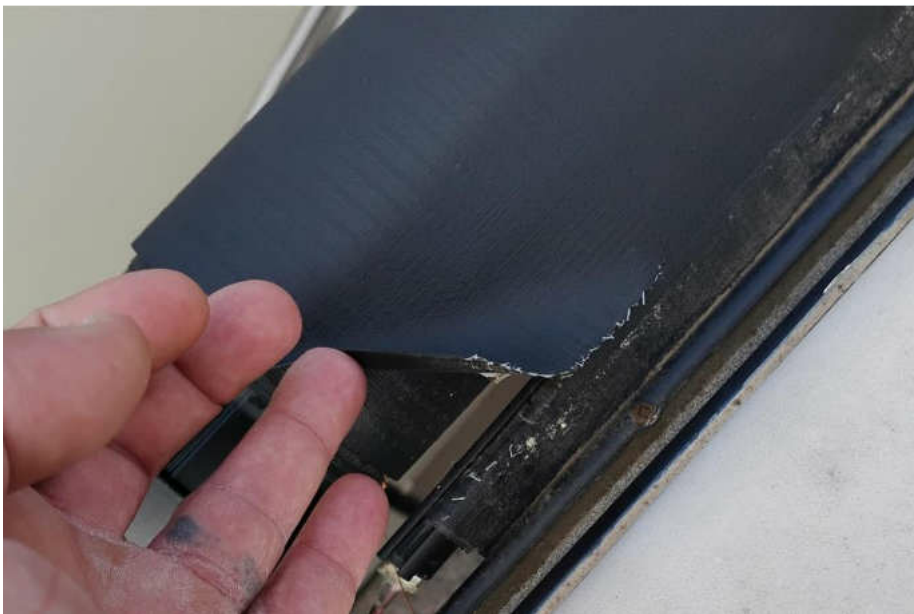
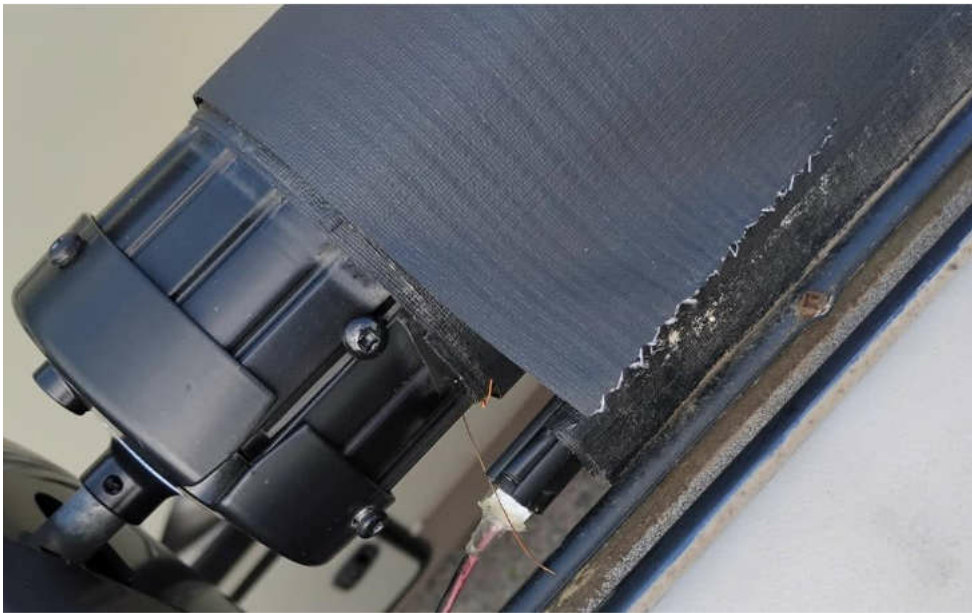
Correction: Replace 21' black fabric with double mounting bead.

Labor								
Submitted		Approved		Notes		Inspection		
Dealer submitted hours:	2.00	Approved base hours:	1.50	Complaint, cause and correction:	the mounting bead. Is this one of the recalled lippert fabrics? Correction: Replace 21' black fabric with double mounting bead.	Model:	Serial number:	
Submitted calculated amount:	280.00	Approved hours:	0.00					Brand:
		Approved calculated amount:	0.00					
				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	Photo required for Cana	Return part required for	
						Return part required for	Return part required for	

Overview

New Remove Edit Record ABC Root operation Attachments Create Vendor charge back								
☐	Line number	Status	Denial acknowledged	Attachment	Operation code	Operation description	Description	Fir
	1	Portal fe...	☐	☒	20-78-01-00-000801	Lippert Awning Outer Arm	Exterior/Awnings (Lippert)/Replace/No Tre...	☐
	2	Portal fe...	☐	☒	20-78-01-00-000799	Awning Fabric - Lippert	Exterior/Awnings (Lippert)/Replace/No Tre...	☐





Thank You.

GRETCHEN GONZALEZ
420/425 PUMA WARRANTY
574-642-0588

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