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Fwd: 2553818 : 4X4TFL616TD323201 - GREENEWAY INC - FLD323201

Phillip Saldivar <psaldivar@forestriverinc.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Tue, Jan 20, 2026 at 9:58 AM

Good morning,

While I certainly understand the message below from Greenway, Forest River's warranty procedure requires review of any claim that exceeds the flat rate. In this case, the flat rate time was exceeded by more than 3X, due to the choice to install an unnecessary Pex line. Below, the CCC shows that it was of the opinion that the water line was too small, leading to its replacement with Pex. There was never a leak shown at the riser that would necessitate its replacement. The issue shown was the screen at the city fill and check valve. Forest River, again, will not pay for unauthorized modifications to our units, regardless of personal preference or perceived improvement.

greeneway@dealer-advisors.com, 2026-01-16 14:24:47 :: Complaint: The city water connection is leaking.

Cause: A small screen is missing **and the hose used for the connection to the lines is a very small hose.**

Correction: Put in a new screen and replaced the hose with pex.

Forest River Way_(pg 35):

F. Authorization Requests

Some flat rate codes have a PAR (prior authorization required) attached to the requirements. Repairs that use these codes must be authorized PRIOR to the repair being started. The authorization request can be made through F.R.D.C. on a claim (preferred method), by phone, or by email. Once the repair is authorized, Forest River reserves the right to void the authorization if the repair has been submitted for payment after 90 days. A new authorization request would be required if it is voided. If Forest River has been informed as to why the authorization has aged, the request may remain active and not be voided.

The Dealer can request additional labor time if a repair requires more time than what is allowed on the flat rate code. Requesting over the flat rate will automatically require an authorization. The Dealer must provide a detailed and complete description, along with any other code requirements such as pictures, model/serial numbers, etc. A Warranty Representative will review the request and determine if the additional time is valid.

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