



Warranty Claim Form

Date: 5/8/2026

1127 Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States
Ph. 715-325-5170
mail@greenwayrv.com

General Information

573TT372XS8838403
Transcend 335BHT
Retail Purchase Date: 7/18/2025
Work Started: 1/8/2026
Work Completed: 3/31/2026

Claim Status: Paid
Dealer Work Order #: 12470
Unit Offline Date: 4/3/2025

Claim #: 983945
Labor: \$2002.00
Parts: \$25.00
Shipping: \$0.00
Total: \$2027.00

Notes: -adjusted SS to 5% of approved labor, up to \$25 MAX. NN 4.29 MS 03/26/26

Dealer Information

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Wisconsin Rapids, WI 54494
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715-325-5170
mail@greenwayrv.com
Approved Labor Rate: \$140.00

Customer Information

SHANNON JOHNSON
207 N Musket Ridge Dr
Sun Prairie, Wisconsin 53590
United States
6085730912

Operation Line # 1

Flat Rate Code: 170034 Slide Out Assembly - Slide Out- R&I / R&R Slide *Fault Code:* Damaged/Maintenance Room (Hydraulic Through Frame)

Problem: *Unsure on labor code* Customer states the main slide out is way to one side rubbing tight against wall and the other side has a big gap, would like addressed *Hours:* 4

Cause: Slide is not square. *A m o u n t :*
560.00

Remedy: Tried slide adjustments multiple times and after looking closer I found the slide room is out of square. In order to repair the inner fascia boards need to come off and try pushing the top of the slide over to square up and re-attach inner main fascia wood. Will either need to go out to site to fix or bring in to the shop in the fall. *This was previously approved on PA 887096 *S u b l e t*
Repairs: \$0.00

Manufacturer #: *Model #:* *Serial #:*

Operation Line # 2

Flat Rate Code: 560003 Entry Door - Paint *Fault Code:* Damaged/Maintenance

Problem: Customer states where the moreryde steps clipped on frame is bent and there is a sharp bur on the edge. *Hours:* .3

Cause: Bent frame and sharp edges. *Amount:* 42.00

Remedy: Filed the metal burr down and straightened the framework where the latch was from the steps. Used black marker paint to touch up the door and framework. *S u b l e t*
Repairs: \$0.00

Manufacturer #: *Model #:* *Serial #:*

| <u>Part</u> | <u>Description</u> | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|-------------|--------------------|---------------------|------------|--------------|---------------|
|-------------|--------------------|---------------------|------------|--------------|---------------|

960204 Miscellaneous Part for claim use only Miscellaneous Part for claim use only

1 1 2.10

Operation Line # 3

Flat Rate Code: 550001 Slide Out Assembly - Remove & Re-install Slide *Fault Code:* Damaged/Maintenance Room (Through Frame)

Problem: Repair previously approved on line 1 did not fix the issue. i tried shaving exterior siding to straightened slides seal i also removed interior fascia again and used used porto power try to square slide i also made coner brackets out of wood to hold slide into place still no differents inside of slide is out of square that why when slide is fully extended there more gap on one side than other the slide is sealing but customer just worried about ripping off seal in order to fix the slide will have to be dis assembled and reframed correctly or what other ideas do mf has the slide out opening is 148 5/8 and slide out is 146 1/4 *Hours:* 10

Cause: Our technician exhausted multiple approaches to correct this without a full teardown — shaving exterior siding, using a porto-power, fabricating corner brackets. None resolved it because the slide is structurally out of square. Scott McDaniel from your SRT team actually stopped in and looked at this unit with us. He suggested removing the dinette and racking it with a porto-power, which we did. The floor began deforming before the slide squared up. The slide box cannot be racked into compliance — it needs to be disassembled and reframed. *A m o u n t :* 1400.00

Remedy: We will need to remove the slide out, remove the roof, disconnect the slide wall, move the rear corner in slightly to make it square, then put the wall back on, put the roof back on, then reinstall the slide out. *S u b l e t*
Repairs: The slide box needs to be disassembled — exterior fascia and likely the metal will need to be removed to correct the square. *R e p a i r s :* \$0.00

Manufacturer #:

Model #:

Serial #:

| <u>Part</u> | <u>Description</u> | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|--|---------------------------------------|---------------------|------------|--------------|---------------|
| 960204 Miscellaneous Part for claim use only | Miscellaneous Part for claim use only | | 1 | 1 | 22.90 |