



Warranty Claim Form

Date: 5/12/2026

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

573FS4426MAA05254

Solitude 390RK-R

Retail Purchase Date: 4/16/2021

Work Started: 4/14/2026

Work Completed: 4/16/2026

Claim Status: Paid

Dealer Work Order #: 11919B

Unit Offline Date: 3/1/2021

Claim #: 984840

Labor: \$420.00

Parts: \$21.00

Shipping: \$0.00

Total: \$441.00

Notes: **shop supplies approved at 5% of labor. RL 5/5/26 cc-4/29/26 per DH case file 809339 approve as goodwill cc-4/27/26 warranty expired 4/16/22 Please hold parts for 30 days after claim is paid

Dealer Information

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Approved Labor Rate: \$140.00

Customer Information

Travis Aldridge

W9930 River Oaks Rd

Poynette, Wisconsin 53955-9317

United States

608-635-8940

Operation Line # 1

Flat Rate Code: 540012 Sealing - Gutter Rail (Roof Line) *Fault Code:* Damaged/Maintenance Molding

Problem: Drip rail on the unit is only attached by silicone and customer believes this should be taken care of by Grand Design. Customer will be calling to get case number to attach for the repair. Customer states "But I did talk to Grand Design on the drip rail problem and they gave me case number 809339 and told me it should have butyl tape under it. What you will find is the tape was added to about 4 or 5 feet on the front drip rail under the awning since the entire drip rail was pulled away from the side of the camper during my last trip. The rest and the drivers side is silicone and it has all come loose allowing water to run down the side of the camper."

Hours: 3

Cause: Drip rail not installed correctly.

A m o u n t :
420.00

Remedy: Remove gutter rails on both sides and install butyl tape then reinstall and seal. Installed new vinyl insert as well.

S u b l e t
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		3	1	21.00
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		2	1	0.00
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		78	1	0.00