



Warranty Claim Form

Date: 5/28/2026

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

573TE2722S6654234
Imagine 2300MK
Retail Purchase Date: 4/24/2025
Work Started: 10/30/2025
Work Completed: 5/18/2026

Claim Status: Paid
Dealer Work Order #: 13047
Unit Offline Date: 3/12/2025

Claim #: 989575
Labor: \$581.00
Parts: \$79.48
Shipping: \$14.55
Total: \$679.14

Notes: Due to our policy in section 7.8 we do not pay diagnostic time where there is no issue found Please hold parts for 30 days after claim is paid 650002 will need door removed with straight edge on the door for vendor approval

Dealer Information

1127 Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States

715-325-5170
mail@greenwayrv.com
Approved Labor Rate: \$140.00

Customer Information

LISA PETERSON
1401 INVERNESS COURT
REEDSBURG, Wisconsin 53959
United States
6084959164

Operation Line # 1

Flat Rate Code: 510008 Decals - R&R Sidewall Decal/Logo/Die *Fault Code:* Improper Installation/Build Cut

Problem: Customer states that on the ODS exterior there is a chipped silver decal.

Hours: .5

Cause: Ripped decal.

Amount: 70.00

Remedy: R&R decal.

Sublet 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> |
|--|---------------------------------------|---------------------|------------|--------------|---------------|
| 512646 DIE CUT IMAGINE STRIPE DIE CUT #17-LH | DIE CUT IMAGINE STRIPE DIE CUT #17-LH | | 1 | 1 | 14.30 |

Operation Line # 2

Flat Rate Code: 570035 Awning Rail - Cap Seal

Fault Code: Improper Installation/Build

Problem: Customer states that when it rains, water drips through the awning at the junction with the camper. Hours: .2
Drips down the center of the bedroom door.

Cause: Gaps in the sealant along the seam. I extended the awning a little ways, poured water in the track Amount: 28.00
and it started leaking at the seam.

Remedy: Dried and cleaned the track and fabric off and sealed it along the track and seam. After the sealant S u b l e t
dried, I sprayed it with water and instead of leaking out of the seam in the screw track, it's leaking around the R e p a i r s :
fabric. I cleaned the whole top edge of the fabric where it meets the track and sealed the entire edge. After \$0.00
the sealant dried, I sprayed it down again and the leaks stopped.

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 | 1.40 |

Operation Line # 3

Flat Rate Code: 350056 Toilet - R&R Waste Ball Seal

Fault Code: Component Failure

Problem: Customer states that the toilet bowl does not hold water. Hours: .75

Cause: Bad ball seal. Hooked up water to the unit, ran water through the toilet and I can see and Amount: 105.00
hear water leaking past the seal.

Remedy: Removed the old seal and installed a new one. Turned the water back on to test it and Sublet Repairs: \$0.00
the leak stopped.

Manufacturer #: Dometic

Model #: 310

Serial #: 50996322

| <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 | 0.00 |
| 350485 TOILET FLUSH BALL SEAL KIT ONLY F/ 18" WHITE PLASTIC DOMETIC 300 SERIES | TOILET FLUSH BALL SEAL KIT ONLY F/ 18" WHITE PLASTIC DOMETIC 300 SERIES | | 1 | 1 | 35.43 |

Operation Line # 4

Flat Rate Code: 560035 Baggage - R&R Twist Lock

Fault Code: Improper Installation/Build

Problem: Customer states that the exterior trash door- the top thumb lock just spins and does not catch. Hours: .2

Cause: Faulty Tumbler. I removed the old latch and when I put the new one on, the screw won't tighten Amount: 28.00
down enough to secure the latch. I put a washer in place to act as a spacer and tightened the screw
down.

Remedy: I removed the old latch and when I put the new one on, the screw won't tighten down enough Sublet Repairs:
to secure the latch. I put a washer in place to act as a spacer and tightened the screw down. \$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 | 1.40 |

Operation Line # 5

Flat Rate Code: 580012 Slider/Crank Out Windows - Repair *Fault Code:* Improper Installation/Build Window

Problem: Customer states that the rear kitchen window is very hard to move and it squeaks. *Hours:* .5

Cause: The window is a little tough to open. *Amount:* 70.00

Remedy: Lubed the tracks. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 510003 Fiberglass - Repair Sidewall Assembly *Fault Code:* Improper Installation/Build (Main) Fiberglass

Problem: Customer states that the rear door, the deadbolt catches really bad. Would like to have the locks/handles inspected. *Hours:* .3

Cause: The edge of the fiberglass wall is sticking out too far and the deadbolt is hitting it. *Amount:* 42.00

Remedy: Cut out the aluminum tape, ground down the edge of the wall and put a piece of aluminum tape over it. *Sublet 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 # 7

Flat Rate Code: 560015 Entry Door - Adjust Screen Door *Fault Code:* Improper Installation/Build

Problem: Customer states that the bedroom screen door has a small gap in the weather stripping in the top left corner. *Hours:* .2

Cause: The top corner of the screen door isn't making contact with the seal. *Amount:* 28.00

Remedy: Bend the screen door until it made contact with the seal. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 570034 Awning Rail - Repair

Fault Code: Improper Installation/Build

Problem: Customer states that sometimes the awning rolls in crooked and gets creases. Wants inspected for proper operation. Hours: .5

Cause: The bottom of the rear awning arm wasn't aligned properly. Ran the awning in and out and the bottom of the rear arm is catching on the inner arm. Everything else is lining up. Amount: 70.00

Remedy: Pulled out the bottom screws on the awning arm, slid the inner arm over and now the awning is *S u b l e t* opening and closing properly. I can't re-use one of the screw holes so I packed putty in the hole and covered it with silicone. I pre-drilled a hole above that one, filled the hole with putty and put the screw in. The small wrinkles in the fabric will come out once it sits in the sun. 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 | 3.50 |

Operation Line # 9

Flat Rate Code: 510008 Decals - R&R Sidewall Decal/Logo/Die Cut Fault Code: Improper Installation/Build

Problem: Customer states that on the DS, in the rear of the unit, there is a big bubble in the top decal. Hours: 1

Cause: Somehow water got behind the decal and cause it to fill up with water. Amount: 140.00

Remedy: The decal needs replacement. We will have to remove the awning arm to replace the decal. Sublet 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> |
|---|------------------------------------|---------------------|------------|--------------|---------------|
| 512641 DIE CUT IMAGINE SIDE DIE CUT #8-RH | DIE CUT IMAGINE SIDE DIE CUT #8-RH | | 1 | 1 | 21.35 |

Operation Line # 10

Flat Rate Code: 950003 Misc Charges - Packaging/Handling Fee Fault Code: No Problem Identified

Problem: Invoice 1521911 Hours: 0

Cause: Invoice 1521911 Amount: 0.00

Remedy: Invoice 1521911 Sublet Repairs: \$4.11

Manufacturer #:

Model #:

Serial #: