



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@greenewayrv.com

General Information

573FS4426MAA05254

Solitude 390RK-R

Retail Purchase Date: 4/16/2021

Work Started: 4/27/2026

Work Completed: 5/11/2026

Claim Status: Paid

Dealer Work Order #: 13418

Unit Offline Date: 3/1/2021

Claim #: 989183

Labor: \$1330.00

Parts: \$96.63

Shipping: \$0.00

Total: \$1426.63

Notes: **approve more than customary \$25/shop supplies as deemed it would be necessary for this job. RL 5/21/26 cc-5/19/26 for clarification this has an open TSB 920017 I dont show this has the 920006 Per notes on Sales force 522085 Mike Rogers gave approval for SRT to come out to complete repairs - I changed the code to upper deck flex and approved the additional time . You would still need to complete the TSB 920017 This unit has open recalls and must be repaired according to Federal Law before customer takes delivery. 910048 - Solitude Interior Step 25V-061/2025-077 This unit is subject to Customer Satisfaction Campaign(s): 920017 - VISUAL INSPECTION Wall Securement Campaign for 18k and up Momentum and Solitude Fifth Wheels Please hold parts for 30 days after claim is paid

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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: 110028 Upper Deck - Reinforce

Fault Code: Improper Installation/Build

Problem: Assisting SRT with Unit and then putting the filon back up after SRT did the repairs on the unit. (2.5 Hours: 9.5 hours to help the SRT team, and 7 hours to put the filon back up)

Cause: Help the srt guy with front cap on Aldridge unit. For the kitchen floor concern, SRT discovered the *A m o u n t*: campaign repair had begun to fail, the lag bolts into the sidewalls to support the kitchen floor began to back 1330.00 out.

Remedy: He added an adhesive sealant to each lag to prevent them from backing out as well as adding *S u b l e t* expanding rivets between each lag. For the "frame flex" concern, measurements were taken and everything *R e p a i r s*: was within tolerance, however there was large popping and squeaking in the bedroom floor and ceiling behind \$0.00 the washer closet. SRT removed the lower filon and we assisted removing the front cap to inspect. He added additional lags and carriage bolts to secure the sidewalls to the frame as well as discovering a cracked weld that he repaired. The squeaking and popping came from the front cage that was only attached to the sidewalls with 3 screws on each side. He added well over a dozen per side and also secured the cage to the floor. SRT assisted throwing the front cap back on with a couple screws to hold it in place. We finished reassembling everything and resealing. Reseal and put the filon back up after SRT

Manufacturer #: x

Model #: x

Serial #: x

<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		2	1	19.99

960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only	9	1	76.64
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