



Warranty Authorization Form

Date: 2/26/2026

General Information

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

Ph. 715-325-5170
mail@greenwayrv.com

Pre-Auth #: 911031

Unit: 573FM4123PBB00142

Series: Momentum

Model: MT351MS-2023

Notes: AB 12/11 *Please hold all parts for a minimum of 30 days after the claim is paid* NPF is not covered under warranty. 120020 - Vendor: Thank you for sending this in. I authorize 4 brake assemblies, 4 complete hubs and 2 hours labor. You can do a VCB and authorization is in case 6379642. 250006 - Denied. 120023 - Thank you for sending this in. I authorize a replacement ABS module and 1 hour labor for installation. Authorization is in case 6438554. This authorization is pending the parts are returned for testing and upon the test results. GDRV will assist with 1.5 hours since I know a lot of diag went into this. 250010 - DEALER IS REQUIRED TO GO DIRECTLY THROUGH THE VENDOR. Dealers need to have the generator repaired at a Cummins shop and the Cummins shop needs to take care of the warranty there (that's the way it should be done). The generator repair should not come back to grand design or Cummins in Elkhart. Approved by Transportation approved as goodwill to assist the customer.

Status: Approved

Dealer Information

1127 Greenway RV Sales & Service
715-325-5170
mail@greenwayrv.com

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

Requestor: iclaim services
Return Fax #: (715) 325-5577
Email: greenway@dealer-advisors.com

Operation Line 1

Flat Rate Code: 170014 Lippert Hydraulic - Adjustment at *Fault Code:* Damaged/Maintenance Head*

Serial #:

Model #:

Notes:

Problem: Slides do not slide out as far as they need to.

Time Requested: .5

Cause: NPF.

Time Allowed: 0

Remedy: Inspected all three slide outs and all of the slide seals are making contact when the slides are fully extended. * diagnosis per State of WI law.

Sublet Repairs: 0.00

Status: Denied

Denial Code: 11 - Not a Covered Repair

Operation Line 2

Flat Rate Code: 120003 Hub - R&R

Fault Code: Component Failure

Serial #: 1

Model #: 1

Notes:

Problem: Brakes have a short in them. Brakes don't work well, have not gotten better. Short in the wiring was making some brakes work harder than others. Had one repaired and short repaired on the road, now they are not working again.

Time Requested: 6

Time Allowed: 2.5

Sublet Repairs: 0.00

Cause: When I was inspecting the brake wiring, I noticed the paint peeled and there is a rust line on the ODS rear and both the DS hubs which usually means they got really hot at one point. I pulled the ODS rear tire off, removed the hub and the brake pads are almost completely gone and the inside of the hub has deep grooves in it. I removed the rest of the tire and hub assemblies and the only one that's good is the ODS front. The DS rear has a broken brake pad, and the DS front had the rear seal blown out and there is grease all over the brake assembly. The brake pads also worn down to the metal.

Remedy: This unit will need four new brake assemblies and one new hub. After everything is replaced, we will have to hook it up to one of our shop trucks and take it for a ride to check the brake operation and verify there are no other issues.

Status: Approved with Modifications

Operation Line 3

Flat Rate Code: 160039 Electric Leveling - Electric Leveling - *Fault Code:* Damaged/Maintenance Calibrate Control Pad

Serial #:

Model #:

Notes:

Problem: Customer states leveling system the sensor is not sensing. Will not just auto level. Last time used it had one side of the unit's wheels off the ground.

Time Requested: .5

Time Allowed: 0

Sublet Repairs: 0.00

Cause: NPF.

Remedy: Auto-leveled the unit three times, in between auto leveling I ran the jacks up and down manually and there are no issues. We need more information from the customer on what exactly happened. * diagnosis per State of WI law.

Status: Denied

Denial Code: 11 - Not a Covered Repair

Operation Line 4

Flat Rate Code: 420013 Lights (Interior) - R&R LED Light

Fault Code: Component Failure

Serial #: .

Model #: .

Notes:

Problem: Motion light on the stairs on the way up to main bedroom is flashing constantly. Has been flashing on and off during the night.

Time Requested: 1

Time Allowed: .3

Sublet Repairs: 0.00

Cause: Bad lights.

Remedy: Shut the door, stood off to the side and the light will turn on every five seconds. Pulled the light out and the motion sensor lens just fell out. I replaced the light, stood off to the side and at first the light turned on within five seconds, but I let the light turn off and after that it wouldn't turn on unless I stepped in front of it.

Status: Approved with Modifications

Operation Line 8

Flat Rate Code: 250006 Fuel Sending Unit - R&R

Fault Code: Component Failure

Serial #: 1

Model #: 1

Notes:

Problem: Has two gas tanks in the back of the unit. Panel says one is empty and one is full but he filled both. Not sure if it is a leak in the tank or the gauge is bad.

Time Requested: 1.5

Time Allowed: 0

Sublet Repairs: 0.00

Cause: There is a break in the 12 volts wire to the tanks. Removed the customers belongings from the front storage, removed the screws for the wall and removed the panel. I took the cover off the unity board, found the wires for the gas tanks, unhooked them from the board, and tested the resistance on the wires. The wires are showing a high resistance which means there is a break in the wires somewhere. I did an OHMS test on the ascending units and the tanks are showing different readings. If I swap the plugs on the back of the gauge the tank level follows it. If I wiggle the plugs the readings changes.

Remedy: The gauge needs to be replaced and possible the ascending units. Does Grand Design have any other sort of testing that can be done to verify if the ascending units are good or not?

Status: Denied

Denial Code: No Repair Made

Operation Line 9

Flat Rate Code: 590122 Exterior Support Brace/Strap - Reattach *Fault Code:* Damaged/Maintenance Brace/Strap

Serial #:

Model #:

Notes:

Problem: Support brackets in the rear holding, the metal that come loose, check over the hangers.

Time Requested: .5

Cause: There are three broken screws for the radius metal hangers.

Time Allowed: .3

Remedy: Removed the broken screws and put new screws in.

Sublet Repairs: 0.00

Status: Approved with Modifications

Operation Line 10

Flat Rate Code: 120023 Brakes - R & R ABS Harness

Fault Code: Component Failure

Serial #: 1

Model #: 1

Notes:

Problem: This goes with the previous brake line** We got the new brake assemblies and hub so i disconnected the old brake assemblies, installed the new ones and the plugs dont fit together so i had to hardwire all the wiring together. Once those were on I cleaned and repacked the bearings. I put the tires on and while one was still jacked up so i tried the brakes and they dont work. I tried the break away switch and still no breaks. I verified that the brakes are getting proper voltage and they are. I removed the fresh tank drain valve handle extension and the screw tracks holding the underbelly on and i checked the ABS power box to verify everything is plugged in and it is.

Time Requested: 6

Time Allowed: 2.5

Sublet Repairs: 0.00

Cause: Bad ABS Module

Remedy: The manufacturer reccomended that i call LCI so i did and the tech told me to check the pins, pin connection, and verify incoming and outgoing voltage on the ABS module. Due to the modules location i cant see the pins so i removed the module, checked the pins and pin connection and they're good. I verified the module has proper incoming voltage and it has 13 volts. I put the module back in place checked the outgoing voltage and there isn't any, i did an amp draw and there is nothing. The ABS module is bad and needs replacement. *UNSURE ON CORRECT LABOR CODE**

Status: Approved with Modifications

Operation Line 11

Flat Rate Code: 960245 Dealer Service Call - Warranty or *Fault Code:* Goodwill
Goodwill

Serial #:

Model #:

Notes:

Problem: Approved by Michael Shearer

Time Requested: 6

Cause: Transportation approved as goodwill to assist the customer.

Time Allowed: 6

Remedy: Transportation approved as goodwill to assist the customer.

Sublet Repairs: 0.00

Status: Approved