



Warranty Claim Form

Date: 6/9/2026

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

573FM4123PBB00142
Momentum 351MS
Retail Purchase Date: 5/9/2025
Work Started: 7/28/2025
Work Completed: 4/1/2026

Claim Status: Denied
Dealer Work Order #: 12436
Unit Offline Date: 11/7/2022

Claim #: 991646
Labor: \$714.00
Parts: \$0.00
Shipping: \$0.00
Total: \$714.00

Notes: Denied- *Per the GDRV Policy and Policy Procedure Manual Section 8.1- All warranty claims must be filed through the Grand Design RV Dealer Portal within 30 Days of the work completed date. Any claim filed beyond 30 days after the work completed date may result in denial. 6/2 DW MS 12/11/25 Approving cooling unit repair. JPH 9-3-25 720097 authorizing Grand Design to replace part number 637080 Cooling Unit Original Serial Number: NR07X6P Case Number: FD 884555 Labor Time: 4.0 hours 560048 Lippert will authorize one new baggage door and 0.5 hours of labor. Case #6114202 regarding 884555

Dealer Information

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

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

Customer Information

DAVE STEENBOCK
E8691 STEENBOCK RD
CLINTONVILLE, Wisconsin 54929
United States
7152500105

Operation Line # 1

Flat Rate Code: 720083 Refrigerator - R & R Cooling Unit Fault Code: Component Failure

Problem: Refrigerator is not getting cold at all. Trouble shooted with norcold and some other facilities and states there is not ammonia in the refer. Hours: 4

Cause: After running the refrigerator for 48 hours on max setting, the freezer got down to 10 degrees, but the refer only got down to 48 degrees. The fans all work, but the refer didn't get cool enough. The cooling unit may have a blockage or not enough refrigerant. Amount: 560.00

Remedy: Replace cooling unit. Time breakdown - 4 hours for the cooling unit and 1.5 hours to R&I the refrigerator. Sublet Repairs: \$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

<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
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	0.00

Operation Line # 2

Flat Rate Code: 640007 Slide Out Ramp/Pan/Rollers - Adjust (Shim) *Fault Code:* Damaged/Maintenance Slide Rollers*

Problem: Kitchen slide is not coming in and out evenly. Leaving gapping around the edges. *Hours:* .6

Cause: Slideout ram needed adjustment. *Amount:* 84.00

Remedy: Made a small adjustemnt to the slide out ram. Slideout is as far that can be adjusted. *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	0.00

Operation Line # 3

Flat Rate Code: 560048 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - *Fault Code:* Component Failure R&R Door

Problem: Door for gas tanks, when opening the doot, it comes out completely. Rear door where gas tanks get filled. *Hours:* .5

Cause: Storage door for fuel tanks is separated from the hinge. *Amount:* 70.00

Remedy: R&R door 30" x 11 3/4" *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>
561577 DOOR BAGGAGE FUEL 200 BAG SQ TH 28 1/4 X 10 BK MT BKALD F.4375X2 PSCTBL PNOA 1-LK529 1T1FP S1153D NWEEP	DOOR BAGGAGE FUEL 200 BAG SQ TH 28 1/4 X 10 BK MT BKALD F.4375X2 PSCTBL PNOA 1-LK529 1T1FP S1153D NWEEP		1	1	0.00
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	0.00

Operation Line # 4

Flat Rate Code: 950003 Misc Charges - Packaging/Handling *Fault Code:* Fee

Problem: invoice 1474351 *Hours:* 0

Cause: invoice 1474351 *Amount:* 0.00

Remedy: invoice 1474351 *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: