



Warranty Claim Form

Date: 4/23/2026

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

573FR3629S9929752

Reflection 320MKS

Retail Purchase Date: 5/8/2025

Work Started: 5/8/2025

Work Completed: 4/17/2026

Claim Status: Paid

Dealer Work Order #: 11833B

Unit Offline Date: 4/9/2025

Claim #: 981968

Labor: \$364.00

Parts: \$261.08

Shipping: \$46.95

Total: \$1356.34

Notes: jw--- update customer will bring their unit back in the spring for this--9/9/25----- line-4/350003-- sent to the vendor for review-- Thank you for contacting Thetford and Norcold, Thank you for the information. I am authorizing Grand Design to replace part number 42058 toilet. Original Serial Number: E006ACVSBA570 Case Number: FD 619667 Labor Time: 1.0 hours lines 6-640021 and 7-670018 just noting for now- line- 8520004- need the estimate first-

Dealer Information

1127 Greenway RV Sales & Service
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Approved Labor Rate: \$140.00

Customer Information

MICHAEL OHARE

8275 EAST HELES CORNER RD
STILLMAN VALLEY, Illinois 61084
United States
9206218705

Operation Line # 1

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

Problem: A few of the windows are difficult to open.

Hours: .1

Cause: Friction between the window and frame seems tight between the two.

Amount: 14.00

Remedy: Lubed the windows and open and closed them a few times seems to work fine now.

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	0.70

Operation Line # 2

Flat Rate Code: 660001 Cabinet Doors - R&R Door

Fault Code: Improper Installation/Build

Problem: Glass in cabinet door to the right of the fireplace has a deep scratch.

Hours: .5

Cause: Scratch in glass.

Amount: 70.00

Remedy: R&R cabinet door - 11 1/2" wide and 34" tall with smokey glass instert.

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>
663496 DOOR CABINET 11 1/2 X 34 CHAMPAGNE PEWTER CHSQ	DOOR CABINET 11 1/2 X 34 CHAMPAGNE PEWTER CHSQ		1	1	49.37
663626 GLASS 1/8 X 8 1/2 X 29 GRAY 31% CC	GLASS 1/8 X 8 1/2 X 29 GRAY 31% CC		1	1	9.58

Operation Line # 3

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: Trim at the bottom of bedroom sliderooms is unfinished.

Hours: .5

Cause: Manufacturer didn't finish.

Amount: 70.00

Remedy: Scuffed and prepared area then used black paint pen to cover unfinished areas.

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	3.50

Operation Line # 4

Flat Rate Code: 350003 Toilet - R&R Complete Assembly *Fault Code:* Component Failure

Problem: When flushing the toilet, the water spurted up to back of toilet and leaks down to the flooring.

Hours: 1

Cause: Faulty toilet the area where water comes out to flush. The water is coming out of top also, should be a sealed fit there.

Amount: 140.00

Remedy: R&R toilet. Hook up water and test toilet to make sure there is no surge of water that gets to rear of toiler. Working as it should.

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
350021 TOILET STYLE II HI-PROFILE WHITE RETURNABLE TRAY	TOILET STYLE II HI-PROFILE WHITE RETURNABLE TRAY		1	1	197.93

Operation Line # 5

Flat Rate Code: 650008 Overhead Cabinet - Repair O/H *Fault Code:* Improper Installation/Build Cabinet

Problem: Bottom edge of counter above fireplace and on each side of bed is very rough and peeling in some spots.

Hours: .5

Cause: Rough cut edges.

Amount: 70.00

Remedy: Used fine sandpaper to smooth out rough spots.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 640021 Trims/Fascia - Repair Decorative *Fault Code:* Improper Installation/Build Boards

Problem: The left fascia in bedroom next to bed is pushed inward a bit, looks a bit cockeyed.

Hours: 0

Cause: The wires are behind that area.

Amount: 0.00

Remedy: Just noting. Nothing done.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 7

Flat Rate Code: 670018 Kitchen - Countertop Repair

Fault Code: Improper Installation/Build

Problem: To the right of the stove, it's very easy to see the small countertop that butts up to the wall and other side the stove is slanted towards stove.

Hours: 0

Cause: Noting Only

Amount: 0.00

Remedy: Noting Only.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 520004 Fiberglass - Repair Fiberglass

Fault Code: Improper Installation/Build

Problem: The fiberglass above the entrance door has a crack.

Hours: 0

Cause: Looks like when the manufacturer installed the roof, a screw that was put in through roof wood panel was out a tad too much and caused the fiberglass to crack.

Amount: 0.00

Remedy: Will need to go to sublet company- estimate attached.

Sublet Repairs:
\$677.50

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

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

Problem: Invoice 1430176 - \$1.11 Invoice 1433679 - \$5.70

Hours: 0

Cause: Invoice 1430176 - \$1.11 Invoice 1433679 - \$5.70

Amount: 0.00

Remedy: Invoice 1430176 - \$1.11 Invoice 1433679 - \$5.70

Sublet Repairs: \$6.81

Manufacturer #:

Model #:

Serial #: