



Warranty Authorization Form

Date: 3/11/2026

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

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

General Information

Pre-Auth #: 934003 Unit: 573TE2011T3445166
Series: Imagine Model: IM16MLA-2026
Notes: JH 3/9 Denied as duplicate. Already denied on PA
931371.
Status: Denied

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: 430010 Power Center - R&R 12V Fuse

Fault Code: No Problem Identified

Serial #:

Model #:

Notes:

Problem: The slide out is not working only hear a click at the board when pushing the button.

Time Requested: 9.5

Cause: The manufacturer used too small of a fuse. I ran the slide out and at the very end the 15 amp fuse popped. I replaced the fuse with a resettable one, ran the slide in and at the very end the fuse clicked. There is no visible damage to any of the wiring and the fact that the fuse only pops when the motors are maxed out suggests too small of a fuse.

Time Allowed: 0

Sublet Repairs: 0.00

Remedy: THE TECHNICIAN NOW HAS 9.5 HOURS INTO THIS JOB.. HE CALLED LCI (CASE NUMBER: 6593775) THEY WENT THROUGH EVERYTHING AND LCI TOLD THE TECHNICIAN THAT THE FUSE THAT IS IN THE UNIT IS TOO SMALL AND SHOULD BE A 30AMP FUSE. I took the fuse panel door off and the manufacturer cracked the fuse box in multiple spots when they installed it. We will need a new fuse box. The wire for the slide is also tied into the refrigerator and from the box it goes into the floor. I inspected the wires and connections inside the unit and then i partially dropped the underbelly and inspected the wires and both look good. I followed the wires up the ds and i found the controller tucked behind a drawer. The code the controller is flashing is telling me there is a battery fault. I replaced the fuse, ran the slide in and out and this time it didn't pop the fuse. I checked the controller and its not flashing anymore. I ran the slide in and out two more times and the 15 amp fuse didn't blow and no codes flashed on the controller. I ran the slide in a third time and the fuse popped. Everything electrical is good so i thought maybe the slide is binding. There are some metal shavings in between the teeth so i cleaned them out and lubed them. I took the inner columns down so i could inspect the motors and the rear side is so close to the wall i can't get my drill past the fascia. Once i got the motors exposed i took them out and inspected them. The slide moves pretty easy manually so its not binding up anywhere. Im not finding any issues so i called LCI to try to get some more information on the slim racks and tech support had me check voltage at the controller without the unit plugged in and the voltage dropped to 11.3 volts. I mentioned the 15 amp fuse that i said was an issue before and tech support instantly started questioning why the manufacturer used such a small fuse and said it should be bigger. The wiring that grand design ran is large enough to support a 20a fuse. If lippert requires a 30a fuse to the slide controller, we will need to run a larger gauge conductor to the controller.

Status: Denied

Denial Code: 12- duplicate repair