

DEALER ACCOUNT #	0009497	CLAIM STATUS	Paid
GREENEWAY INC		CLAIM	1836665
DBA GREENEWAY RV SALES & SERVICE		CLAIM ORIGIN	WEB
8220 STATE HWY 13 SOUTH		ORIGINAL CLAIM ID	
WISCONSIN RAPIDS, WI 54494		VIN	4X4FPUA24NP097516
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	420 / 420
Labor rate:	\$115.00	ITEM #	PUF253FBS
OWNER INFORMATION		DEALER RO #	10100B
		CLAIM START DATE	03/02/2024
		CLAIM END DATE	06/24/2024
Retail Date of Purchase		WARRANTY EXPIRATION DATE	

Labor

Line# 1 **Operation Code** 30-307-01-11-001184 **Operational Description** Greystone Fireplace - Interior/Fireplace/Replace/Electrical

Complaint, Cause, Correction
 Original Note : afreeman@greenewayrv.com, 2024-03-02 11:22:13 :: FIREPLACE NOT OPERATING CORRECTLY UPON DELIVERY OF UNIT. WILL NEED TO REPLACE WITH A NEW ONE, NEED PRE AUTH.

Model#	F31-18A	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	RVF03211202640	Appr Hrs	0.30	Appr Labor Amt	\$34.50

Notes
 Dealers are not required to return this part. Dealers must cut the power cord from the component.
 The following pictures are required:
 1. The complete component.
 2. The defect, if possible.
 3. The cut cord placed next to the data tag (that shows the model/serial numbers).
 These pictures are required for fulfillment of the warranty and should be submitted in JPEG, PNG, or PDF formats.

2nd request

attach a complete photo of the fireplace
 ATTACHED THE FIREPLACE PHOTOS
 per request
 flat rate
 attach a photo of the cord cut off
 Attached photos.

Part

Line# 1	Item #		Description			
	F100262621		FIREPLACE, 31" W X 17" H, GREYSTONE, BLACK GLASS W/CYRSTAL LOG, 4 COLORS, 4 LED BARS #F3025 (REPLACES F31-18A, W31BCFW)			
	Model #		Serial #		Part tag	
	Sub Qty	1.00	Sub Dlr Price	\$153.65	Sub Freight	\$19.46
	Appr Qty	1.00	Appr Dlr Price	\$153.65	Appr Freight	\$19.46
	Notes					

Labor

Line# 2	Operation Code	Operational Description
	30-100-01-00-001044	Drawer Guides or Tracks, pair - Interior/Cabinetry/Replace/No Tread Code
	Complaint, Cause, Correction	
	Original Note : afreeman@greenewayrv.com, 2024-03-02 11:25:07 :: Outside grill does not pull out far enough to hook up gas line will need neW sliders. need pre auth please Additional Note : greeneway@dealer-advisors.com,	

2024-06-04 11:08:02 :: Complaint: Outside grill does not come out far enough to hook up gas line. Cause: Outside grill does not come out far enough to hook up gas line, will need new one. Correction: Installed an and hooked up new grill, tested and works fine.

Model#	Dlr Sub Hrs	0.50	Sub Labor Amt	\$57.50
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$23.00

Notes
why did the grill need replaced nothing wrong with it ? first you stated the drawer guides needed to be longer ?

please clarify
2nd request

why did the grill need replaced nothing wrong with it ? first you stated the drawer guides needed to be longer ?

please clarify
no dealer response

Labor
Line# 3

Operation Code	Operational Description
20-43-24-00-000589	Die Cut, Stripe, Decal, Graphic - Exterior/Exterior Miscellaneous/Repair/No Tread Code

Complaint, Cause, Correction
Original Note : afreeman@greenewayrv.com, 2024-03-02 11:27:55 :: Puma decal on DS MIDDLE is falling off, will need to replace decal. pre auth for new decal please. Additional Note : greeneway@dealer-advisors.com, 2024-06-04 10:59:38 :: Remove decal and replace.

Model#	Dlr Sub Hrs	1.00	Sub Labor Amt	\$115.00
Serial#	Appr Hrs	1.00	Appr Labor Amt	\$115.00

Notes
I only see the M peeling which other ones are peeling ?
IT WAS THE CORNER OF ALL THE LETTERS, TECHNICIAN WAS ABLE TO LAY THEM ALL DOWN BUT THEY STARTED TO PEEL BACK UP AGAIN STARTING WITH THE M.
labor ?
.50
per request
how many decals in total ?
2nd request

how many decals in total ?
no dealer response
approved 1-decal change

Part
Line# 1

Item #	Description	
F100224838	DECAL, PUMA, PUMA LEGEND, FR-19-70910B	
Model #	Serial #	
Sub Qty	Sub Dlr Price	Sub Freight
1.00	\$25.63	\$16.34
Appr Qty	Appr Dlr Price	Appr Freight
1.00	\$25.63	\$16.34

Notes

Submitted	Labor Amt	\$287.50	Approved	Labor Amt	\$172.50
	Parts & Freight	\$215.08		Parts & Freight	\$215.08
	Total	\$502.58		Total	\$387.58

DEALER	DATE
SIGNATURE	

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER	DATE
SIGNATURE	

All repairs described have been inspected and are satisfactory.