



Warranty Claim Form

Date: 9/24/2024

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

573TE312XR6650229
Imagine 2660BS
Retail Purchase Date: null
Work Started: 7/19/2024
Work Completed: 7/19/2024

Claim Status: Paid
Dealer Work Order #: 10133B
Unit Offline Date: 1/31/2024

Claim #: 821967
Labor: \$46.00
Parts: \$26.53
Shipping: \$12.29
Total: \$84.82

Notes: 8.27 Usb rec'd will send out for testing. claim in Feedback regarding shipping amount. sm== *Final Request - *if the amount you are claiming for shipping is for the return part please also add the amount by the tracking number so i can show why i am paying it mls 8/28 8.27 Usb rec'd will send out for testing. claim in Feedback regarding shipping amount. sm== *if the amount you are claiming for shipping is for the return part please also add the amount by the tracking number so i can show why i am paying it mls 8/21 *LINE 1 "is Pending part return and testing When Returning parts, please include a copy of the CLAIM in the box with the part. Once the part has shipped, please provide the tracking number in the dealer notes section of your claim, add any return freight charges you may have incurred to your Requested Shipping Total box, and then put the claim back into submitted status to be processed. Return to the VCB address: Grand Design RV 5200 Hoffman St Elkhart, IN 46516" LINE 2 denied as its states it was a usb, i cant pay out a line/ repair different then what was approved. you will have to resubmit for consideration mls 8/19 *Final Request email sent mls 8/19 *check back next week 8/12 *2nd Request email sent mls 8/5 *LINE 1 vendor requires clear pic of the defective part removed from unit front and back, this maybe a part return LINE 2 vendor requires clear pic of the front and back of defective part removed from unit ALSO please dbl check the part number you have added as you state this is an outlet and you have the same part from LINE 1 added mls 7/29 AB 3/4

Dealer Information

Customer Information

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715-325-5170
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Approved Labor Rate: \$115.00

Operation Line # 1

Flat Rate Code: 460004 Charging Stations - R&R USB/Charging Station Assembly Fault Code: Component Failure

Problem: WARRANTY REPAIR 1 -lights In Bathroom inop fuse blown would keep blowing new fuse Hours: .2
Cause: Found the USB in bedroom was shorting out the bath light connection because the USB was bad and wired into same area on converter. Please order the usb port done by jesse Amount: 23.00
Remedy: REPLACE USB PORT 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>
421063 CHARGER POP UP 12V 3 IN 1 WIRELESS W/2 USB OUTLETS RAPID CHARGE	CHARGER POP UP 12V 3 IN 1 WIRELESS W/2 USB OUTLETS RAPID CHARGE		1	1	26.53

Operation Line # 2 (Denied)

Flat Rate Code: 420041 Outlets/Recepts - R&R 110V GFI *Fault Code:* Component Failure
Recept

Problem: REPLACE USB PLUG IN MASTER BEDROOM

Hours: 0

Cause: Faulty part usb plug not working correctly.

Amount: 0.00

Remedy: REPLACE USB PORT

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: 610009 Moldings/Trims - R&R Decorative Wood *Fault Code:* Improper Installation/Build
Trim (per piece)

Problem: -ohs above kitchen sink the bottom right corner is bent

Hours: .2

Cause: Mfg installed incorrectly

Amount: 23.00

Remedy: Used a chunk of wood and he tapped the bent shelving up

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: