



Warranty Claim Form

Date: 5/23/2024

1127 Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States
Ph. 715-325-5170
mail@greenwayrv.com

General Information

573TE3224R6649625
Imagine 2800BH
Retail Purchase Date: null
Work Started: 5/13/2024
Work Completed: 5/14/2024

Claim Status: Paid
Dealer Work Order #: 10180B
Unit Offline Date: 11/28/2023

Claim #: 802201
Labor: \$149.50
Parts: \$223.52
Shipping: \$39.02
Total: \$412.04

Notes: I made a mistake on the cord, it did not need returned. VCB emailed me to let me know moving to scrab bin. NN 5.21 410008 pending part return, 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 NN 5.16 410008, are you claiming the cord? Or are you claiming \$35 in shop supplies? Your note doesn't match the remedy for line 1. 420014 ** I need pictures of the light off of the unit and showing the data tag on the flat surface for the vendor chargeback. NN 5.15

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: 410008 Slide Out Wiring - R&R Power Supply Fault Code: Damaged/Maintenance cord

Problem: the units shore cord has a cut in it

Hours: .5

Cause: Units cord is bad from mfg pics taken PLEASE ORDER NEW 30 ft 50 amp cord pic of tags on cord attached

Amount: 57.50

Remedy: REPLACE CORD

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>
420810 WIRE POWER CORD REVERSE POLARITY INDICATOR 50 AMP 30 FT ERGO LED PLUG	WIRE POWER CORD REVERSE POLARITY INDICATOR 50 AMP 30 FT ERGO LED PLUG		1	1	208.39

Operation Line # 2

Flat Rate Code: 660030 Drawers - Repair Drawer

Fault Code: Improper Installation/Build

Problem: Drawer beneath the bed has sharp splintered edges

Hours: .2

Cause: Slivered edges on drawer from mfg this way

Amount: 23.00

Remedy: Used sand paper and removed sharp shards off corners of drawer

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 420014 Lights (Interior) - R&R Decorative Light
Light

Problem: ODS light above the bed the screw in lens/ light refractor has a deep line in the end of it

Hours: .3

Cause: Defective light lens

Amount: 34.50

Remedy: PLEASE ORDER NEW LIGHT FIXTURE

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>
420899	LIGHT INTERIOR 12V LIGHT INTERIOR 12V FLEXIBLE FLEXIBLE READING LIGHT BLACK READING LIGHT BLACK WARM WARM WHITE 3000K		1	1	15.13

Operation Line # 4

Flat Rate Code: 660020 Sliding Doors (wood/glass) - Repair Track
Track

Problem: bedroom sliding door glide came off.

Hours: .3

Cause: Mfg left it loose

Amount: 34.50

Remedy: Removed door fascia above sliding door then reinserted the tab on door into the glued hardware tested works reinstalled fascia

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: