



Warranty Claim Form

Date: 10/14/2024

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

573FR3724P9924075

Reflection 337RLS

Retail Purchase Date: 8/5/2023

Work Started: 8/8/2024

Work Completed: 8/8/2024

Claim Status: Paid

Dealer Work Order #: 10218

Unit Offline Date: 4/12/2023

Claim #: 828384

Labor: \$1414.50

Parts: \$277.85

Shipping: \$12.48

Total: \$1704.83

Notes: ****HOLD**** LINE 4 reached out to parts mls 10/3 *LINE 15 denied as no invoice has been provided mls 10/3 *emailed again as there is a recall on this claim. i copied a few others from the dealership msl 10/2 *Final Request email sent mls 9/11 *check back next week 9/4 *2nd Request email sent mls 8/27 *LINE 2 vendor requires clear pic of the defective part removed from the unit both sides with the Valve open LINE 4 vendor requires clear pic of the defective part removed from unit front and back LINE 15 please provide invoice LINE 17 vendor requires clear pic of each axle tag ALSO what were the zerks torqued too ? mls 8/20 RJ 05/06/24 line 93000 fridge line. denied as it appears to be in tolerance . RJ 05/03/24 line 690011-Per Lippert: Case Number: 4913558 VIN: P9924075 We have reviewed your request and information provided and Lippert will authorize one new thin shade and .3 hours of labor

Dealer Information

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Approved Labor Rate: \$115.00

Customer Information

MICHAEL MULVANEY

1426 RAINDANCE TRAIL
NEKOOSA, Wisconsin 54457
United States

414-333-0850

Operation Line # 1

Flat Rate Code: 320011 Black Tank - Leaks - Repair In Place Fault Code: Damaged/Maintenance

Problem: GD Case 633106. Customer stated black water tank is leaking. They dumped the tank and hooked up the unit and there was a bunch of black water coming out of the unit. Other dealership in AZ said it couldnt be fixed that day.

Hours: 1.5

Cause: GD stated the membrane under camper may need replacement and sanitized.

Amount: 172.50

Remedy: Filled the tank and a section of the underbelly looks like it was about ready to fall down. Took out a couple screws and looked inside while tank was filling and nothing was leaking. Let tank sit full for four days and still no leaks. took unit out and dumped it. NPF

Sublet Repairs:

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 320008 Gray Tank - Repair In Place

Fault Code: Damaged/Maintenance

Problem: Gray tank dump handle is loose, it does not open or pull.

Hours: 2.5

Cause: Gate valve was laying in the underbelly and never hooked up properly.

Amount: 287.50

Remedy: Drains will need to be taken apart to get the gate valve back in.

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: 650002 Base Cabinets - Repair Base *Fault Code:* Damaged/Maintenance Cabinet

Problem: Kitchen island is wobbly. No labor code for island repair.

Hours: .3

Cause: Island has a little wobble, but seems secure.

Amount: 34.50

Remedy: Would have to completely take apart the interior of the island to add screws. Need manufacturer approval to do so. And would need more time added if approved.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 420013 Lights (Interior) - R&R LED Light *Fault Code:* Component Failure

Problem: Under the counter top light on the back end of the ocunter does not always go on like it is supposed to.

Hours: .2

Cause: One of the light strips is very dim.

Amount: 23.00

Remedy: Need to R & R the lightstrip.

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
420726 LIGHT LED STRIP 96" W/3M ADHESIVE COOL WHITE	LIGHT LED STRIP 96" W/3M ADHESIVE COOL WHITE		1	1	16.04

Operation Line # 8

Flat Rate Code: 580058 Windows - Window Touch Up *Fault Code:* Damaged/Maintenance

Problem: Customer states that the window in the rear of the unit, when trying to open makes a very loud screechy noise.

Hours: .2

Cause: The frames are metal rubbing on metal, they will need to be lubed once in a while.

Amount: 23.00

Remedy: Lubed window.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

Flat Rate Code: 160002 Tongue Jack - R&R Electric Jack Fault Code: Damaged/Maintenance

Problem: The front right jack will not level.

Hours: .5

Cause: Customer states when trying to auto level that the leg throws an error.

Amount: 57.50

Remedy: Ran all the jacks down six inches and auto retracted them. Auto leveled the unit, and the code Sublet Repairs: went away. Retracted the rear jacks and ran the front jacks up and down to test it further, and the code \$0.00 never appeared again.

Manufacturer #:

Model #:

Serial #:

Operation Line # 10

Flat Rate Code: 680029 Sofa/Dinette - All - R&R Cushion (back or bottom) Fault Code: Damaged/Maintenance

Problem: Customer states that the back rest cushion for the kitchen table has a screw loose, and has scratched the wall.

Hours: .5

Cause: The screw opulled out of the bracket that holds the cushion to the wall.

Amount: 57.50

Remedy: Stuffed the screw hole with wood to give the screw something to bite into and touched up the scratch with putty.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 11

Flat Rate Code: 690011 Shades - Repair Retention Clips Fault Code: Component Failure (top)

Problem: Customer states the door shade does not stay up.

Hours: .3

Cause: Shade was taken out and noticed the bottom plastic piece is pretty severely bent.

Amount: 34.50

Remedy: Tried adding some tension to the strings and when the shade was put back in the bent piece won't stay in place. replaced shade and went to take the existing window out, the inner collar would not come off. Only way to window will come out is with LCI window keys(do not have) Shde taken out of new window and put in old. Will need need LCI to send another shade to complete the kit.

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
560962 DOOR ENTRANCE WINDOW ONLY W/ THIN SHADE KIT	DOOR ENTRANCE WINDOW ONLY W/ THIN SHADE KIT		1	1	72.25

Operation Line # 12

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Damaged/Maintenance

Problem: Customer states that the wood trim below the fire extinguisher needs to be reattached. *Hours:* .2

Cause: The nails pulled through. *Amount:* 23.00

Remedy: Nailed trim back on and puttied the holes. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 13

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

Problem: Customer states the trim above recliner pops up and needs to be reattached. *Hours:* .2

Cause: Nails pulled through. *Amount:* 23.00

Remedy: Nailed the baton strip back on and puttied the holes. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 14

Flat Rate Code: 350051 Toilet - Resecure *Fault Code:* Damaged/Maintenance

Problem: Customer states the toilet seems loose. *Hours:* .2

Cause: When you sit on the toilet it seems like it rocks back and forth from side to side. *Amount:* 23.00

Remedy: The nuts were loose, tightened them down. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 15

Flat Rate Code: 110029 Underbelly - R&I Underbelly *Fault Code:* Improper Installation/Build

Problem: Customer states that GD told them that the insulation in the underbelly needs to be removed and replaced with new things. *Hours:* 0

Cause: There is no black tank leak and there is absolutely zero insulation in the underbelly. *Amount:* 0.00

Remedy: Underbelly need insulation. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>R e t u r n</u> <u>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
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	0.00

150159 UNDERBELLY 70 1/2 X 360 UNDERBELLY 70 1/2 X 360 BLACK BLACK WOVEN W/LAMINATED WOVEN W/LAMINATED BARRIER FOIL BARRIER FOIL (2115 SF/ROLL)	181	9	181.18
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Operation Line # 16

Flat Rate Code: 420004 Lights (Exterior) - R&R Tail Light Fault Code: Damaged/Maintenance

Problem: Customer states that there is water in the rear light on the ods-red rear light. Hours: 1

Cause: Water leaked into the light. Amount: 115.00

Remedy: Replaced the red rear light. 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	6.01

Operation Line # 17

Flat Rate Code: 910038 Recalls/Field Campaign - Curt Axle Grease Fault Code: Recall
Zerk - 23V-455/2023-367

Problem: Safety recall. Hours: .7

Cause: Axel Grease Zerk Amount: 80.50

Remedy: Safety recall 23V-455 CURT GREASE ZERK Per Mfg Sublet Repairs: \$0.00

Manufacturer #: Grand Design Model #: 33TRLS Serial #: 573FR3724 P 9924075

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
120074 AXLE GREASE ZERK STANDARD	AXLE GREASE ZERK STANDARD		2	1	2.37

Operation Line # 18

Flat Rate Code: 110029 Underbelly - R&I Underbelly Fault Code: No Problem Identified

Problem: *adjustment for LINE 15 as the dealer sent in the invoice and i had to add the approved time back Hours: 4

Cause: *adjustment for LINE 15 as the dealer sent in the invoice and i had to add the approved time back Amount: 460.00

Remedy: *adjustment for LINE 15 as the dealer sent in the invoice and i had to add the approved time back Sublet Repairs: \$0.00

Manufacturer #: Model #: Serial #: