



Warranty Claim Form

Date: 10/4/2024

1127 Greeneway 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: 8/2/2024
Work Completed: 8/2/2024

Claim Status: Paid

Dealer Work Order #: 10218B

Unit Offline Date: 4/12/2023

Claim #: 828027

Labor: \$299.00

Parts: \$12.91

Shipping: \$12.48

Total: \$324.39

Notes: 9/20 Part returned from supplier; the slide controller tested good; the part and shipping are denied; Grand Design to cover labor only. If you need the part returned, please email return label to vcb@granddesignrv.com or reply to the email sent to you. We hold parts for 7 business days YM 8.27 level controller recd; will send out for testing. sm== kw 8.21.24 **Line 4-170024-Tracking number 9405503699300707410378 kw 8.19.24 **Line 4-170024- Pending part return and testing of the defective one control controller. 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 We will be authorizing the replacement of the controller with 0.5 hours in total for labor. Coverage is pending part return and testing. Case # 5211202
GDRV will approve 1hr towards repairs

Dealer Information

1127 Greeneway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States

715-325-5170
mail@greenewayrv.com
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: 560032 Baggage - R&R Slam Latch

Fault Code: Damaged/Maintenance

Problem: Customer states that the DS and ODS propane compartment doors seem loose- they come open in travel.

Hours: .3

Cause: The bottom latch on the DS and the top latch on the ODS are too short.

Amount: 34.50

Remedy: I got longer latches and had to change the shape of them a bit to get the doors to latch properly. Custom shaped new longer latches, installed them and now they latch properly.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Part	Description	Return Tag #	Qty	Units	Amount
560727 DOOR BAGGAGE BD CAM FINGER PULL ONLY KD13	DOOR BAGGAGE BD CAM FINGER PULL ONLY KD13		2	1	6.89

Operation Line # 2

Flat Rate Code: 650023 Dinette Base - Repair Base

Fault Code: Damaged/Maintenance

Problem: Customer states that they dinette table is loose.

Hours: .3

Cause: The table base is loose.

Amount: 34.50

Remedy: I took for screws out, flipped the table over and tightened down the nut that's on the bottom. I put four screws back in and there was still a slight wobble, so I added a few nails to the post. Needed to remove the table top to resecure the brackets securing the top to the base, added a few nails and reinstalled the tabletop.

Sublet Repairs:

\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 420001 Lights (Exterior) - R&R Marker Light

Fault Code: Damaged/Maintenance

Problem: Customer states that the marker light on the ODS of the front cap is burnt out and needs to be replaced-possible bad ground.

Hours: .5

Cause: A combination of the manufacturer over tightening the screws causing the case to crack and there are strands of wiring sticking out around the wire connector that are touching the aluminum frame.

Amount: 57.50

Remedy: I cut the silicone, removed the screws and the light fell apart. As I was trying to get the wire connectors out, I saw a couple of sparks and after I got the connectors out, I saw strands of a wire hanging out. We don't have the light, so we had to order one. Installed and tested new light and it is working.

Sublet Repairs:

\$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return</u> <u>Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
420997 LIGHT LED AMBER MARKER SIDE CAMERA PREP GEN 2 UNIVERSAL FCE04TDE-SY	LIGHT LED AMBER MARKER SIDE CAMERA PREP GEN 2 UNIVERSAL FCE04TDE-SY		1	1	6.02

Operation Line # 4

Flat Rate Code: 170024 Lippert Schwintek - R&R Controller

Fault Code: Component Failure

Problem: Customer states that the auto level keeps throwing a code that tells him to operate manually. Same code that it was saying previously.

Hours: 1.5

Cause: Faulty controller. I turned the system on, and it had a code for the front right jack. I extended all the legs six inches and retracted them all. I ran the front jacks up and down and noticed the front DS jack is always lagging behind. I extended and retracted them all four times and the jack would always lag. I checked to make sure that the leg is getting proper voltage and it is. I went to the switch and the plugs on the controller for the front jacks to verify if it's a leg or controller issue and the plug that's attached to the board isn't attached all the way. The solder welds broke so I replaced the board. I re-calibrated the auto level system and auto leveled and retracted the system several times with no issues.

Amount:

172.50

Remedy: Will need 3.5 hours for all testing, repairs and a new control board.

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
450182 JACK LEVEL LCI ONE CONTROL GC 3.0 ADVANTAGE 4PT FIFTH WHEEL LEVELER ASSY	JACK LEVEL LCI ONE CONTROL GC 3.0 ADVANTAGE 4PT FIFTH WHEEL LEVELER ASSY		1	1	0.00