



Warranty Claim Form

Date: 11/14/2024

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

573FS4421PAA15100
Solitude 390RK
Retail Purchase Date: 5/22/2023
Work Started: 8/29/2024
Work Completed: 8/29/2024

Claim Status: Paid
Dealer Work Order #: 10271
Unit Offline Date: 1/25/2023

Claim #: 832526
Labor: \$218.50
Parts: \$0.00
Shipping: \$0.00
Total: \$218.50

Notes: kw 10.4.24 **Line 3- 690001- Without the correct required information being provided- I cannot process this claim. Therefore, labor only would be paid on this claim line. Part and shipping denied. **FINAL ATTEMPT** kw 9.30.24 **Line 3-690001- Please advise why 5-691982 SHADE 26 X 52 BLACK W/REFLECTIVE BACK MAN ROLLER SHADE IMP-STRING- are being claimed when the photo attached show different shade sizes- please verify the parts that are being claimed and adjusted accordingly **2ND ATTEMPT** kw 9.20.24 **Line 3-690001- Please advise why 5-691982 SHADE 26 X 52 BLACK W/REFLECTIVE BACK MAN ROLLER SHADE IMP-STRING- are being claimed when the photo attached show different shade sizes- please verify the parts that are being claimed and adjusted accordingly kw 9.6.24 **Line 3-690001- Please advise why 5-691982 SHADE 26 X 52 BLACK W/REFLECTIVE BACK MAN ROLLER SHADE IMP-STRING- are being claimed when the photo attached show different shade sizes- please verify the parts that are being claimed and adjusted accordingly kw 9.4.24 **Line 1- 910039- please verify what the U-bolts were torqued to **Please provide photos of the vendor tags on the headrails of ALL the defective shades TG 4-17-24 510008 looks like impact of some sort.

Dealer Information

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

715-325-5170
mail@greenwayrv.com
Approved Labor Rate: \$115.00

Customer Information

DAVID DUWAYNE PISCHKE
1601 E 77th st apt 1126
Sioux falls, South Dakota 57108
United States
920-229-7123

Operation Line # 1

Flat Rate Code: 910039 Recalls/Field Campaign - Curt Axle U-Bolt Fault Code: Recall
Torque 23V-490/2023-395 910039

Problem: Recall on axles

Hours: .7

Cause: Recall.

Amount: 80.50

Remedy: Torqued the u bolts on both axles to the manufacturer specs. A few of them were loose. Completed.

Sublet Repairs: \$0.00

Manufacturer #: 1

Model #: 1

Serial #: S009803002//S009802996

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
961751 LIPPERT LABOR ONLY	LIPPERT LABOR ONLY		1	1	0.00

Operation Line # 3*Flat Rate Code:* 690001 Blinds - R&R Blind*Fault Code:* Component Failure*Problem:* Customer states the blinds are pulling apart at the bottom*Hours:* .5*Cause:* Blinds are falling from the manufacturer*Amount:* 57.50

Remedy: The bottom of the blinds are pulling out of the bottom bracket of the blinds. Will need to replace a total of 5 blinds in the unit that measure 26" W x 52"L. Two in the DS slide out with the sofa, one in the ODS slide out with the sofa, two in the bedroom on the left and right side of the head of the bed. Blinds are the color black.

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>
691982 SHADE 26 X 52 BLACK W/ REFLECTIVE BACK MAN ROLLER SHADE IMP-STRING	SHADE 26 X 52 BLACK W/ REFLECTIVE BACK MAN ROLLER SHADE IMP-STRING		5	1	0.00

Operation Line # 5*Flat Rate Code:* 510008 Decals - R&R Sidewall Decal/Logo/Die *Fault Code:* Damaged/Maintenance Cut*Problem:* Stress fracture by the DS corner of FW*Hours:* .5*Cause:* Do not know what caused cracks. It does not appear anything is pushing it out.*Amount:* 57.50*Remedy:* Waiting to get feedback from warranty: will need to replace decal.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:***Operation Line # 6***Flat Rate Code:* 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build*Problem:* The trim that hides the side of the fascia on the front of the ds slide is falling off and a baton strip by the stairs fell off*Hours:* .2*Cause:* Trim fell off*Amount:* 23.00*Remedy:* Nailed trim back in place.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:*