



Warranty Claim Form

Date: 11/15/2024

1127 Greenway RV Sales & Service	General Information		
8220 State Hwy 13 South	573FR3123P3347034	Claim Status: Paid	Claim #: 850762
Wisconsin Rapids, WI 54494	Reflection 260RD	Dealer Work Order #: 10280B	Labor: \$172.50
United States	Retail Purchase Date: 4/25/2024	Unit Offline Date: 6/1/2023	Parts: \$1911.81
Ph. 715-325-5170	Work Started: 11/1/2024		Shipping: \$360.06
mail@greenwayrv.com	Work Completed: 11/1/2024		Total: \$2444.37

Notes: JR 10/15/24 720097 - vendor approved to replace the refrigerator - 2021123827. GDRV will cover labor at 1.5hrs.

Dealer Information

Customer 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

MICHAEL ROBILLARD
341 W FLORIDA AVE
APPLETON, Wisconsin 54911
United States
920-312-8937

Operation Line # 1

Flat Rate Code: 720097 Refrigerator - R & R Refrigerator Fault Code: Component Failure

Problem: Customer states that the refer seemed like it was not cooling properly- customer would like to have it checked for proper operation. Hours: 1.5

Cause: The fridge is 12v compressor style. Plugged camper in to shore power and turned fridge on at 10am. Amount: 172.50
The fridge will not reach below 38 even when set on the lowest setting. Removed the fridge from the cabinet it was mounted in to access the power wiring to check voltage and connection integrity. Verified voltage at the connection behind the fridge (when plugged in to shore power) at 13.8v and draws about 6.5amps. After removing the fridge from the cabinet and letting run overnight, the temperature inside the refrigerator is still just 38. Even on the lowest setting, the fridge portion will only reach 38f. Will not get colder. Called furrion, fridge is running at 7.5-8 amps with compressor running. this is within spec. 38 is the highest temp that still meets the spec, but the rep believes something is not quite right. Furrion created a case and is looking into this issue as it is somewhat abnormal.

Remedy: Filled out warranty form from furrion.

Sublet
Repairs:
\$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
721037 REFRIGERATOR 16 CF 12V SS GLASS DOORS (FURRION FCR16DCASA-SS)	REFRIGERATOR 16 CF 12V SS GLASS DOORS (FURRION FCR16DCASA-SS)		1	1	1911.81