



Warranty Claim Form

Date: 8/8/2024

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

573TT2924N8822550

Transcend 231RK

Retail Purchase Date: 5/16/2023

Work Started: 6/28/2024

Work Completed: 6/28/2024

Claim Status: Paid

Dealer Work Order #: 10354

Unit Offline Date: 3/25/2022

Claim #: 819433

Labor: \$621.00

Parts: \$466.22

Shipping: \$184.73

Total: \$1271.95

Notes: 7/31 FT Industries Quick disconnect recd./pics only required for VCB Part moved to scrap bin TB adjusted shipping to invoices and parts on them. NN 7.26 Thank you for that. Pending part return of 220003. 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 7.24 Please provide picture of the quick disconnect of of the unit and showing clearly the etching stamp information on it for 220003. added gdrv part # and price. NN 7.19 adjusted shipping to parts claimed on invoices. NN 7.18 JS 5/22/24 Professional courtesy extended to dealer repairs, in order to assist dealer with moving forward/customer satisfaction. Applies to lines: 680029 350022 580058 660016 670009

Dealer Information

1127 Greeneway RV Sales & Service

8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
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715-325-5170

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Approved Labor Rate: \$115.00

Customer Information

JOHN SNYDER

1422 PINEHURST CT
ALTOONA, Wisconsin 54720
United States

715-495-8474

Operation Line # 1

Flat Rate Code: 560016 Entry Door - Adjust Door (Main)

Fault Code: Improper Installation/Build

Problem: Front door is really hard to close, doesn't latch properly without slamming.

Hours: .5

Cause: Front entrance door is bowed.

Amount: 57.50

Remedy: Adjusted bow in door and lubricated the hinges.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

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

Fault Code: Damaged/Maintenance

Problem: Creases in table seat cushions, cannot get them out even after not sitting on them for days.

Hours: .5

Cause: Dinette cushions have bulges in them.

Amount: 57.50

Remedy: R&R cushions

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>
683190 CUSHION SEAT COVER ONLY HAUSMAN GUNMETAL F/ DINETTE 40 X 74	CUSHION SEAT COVER ONLY HAUSMAN GUNMETAL F/ DINETTE 40 X 74		2	1	283.79

Operation Line # 3

Flat Rate Code: 680022 Chairs - Repair Recliner

Fault Code: Improper Installation/Build

Problem: Recliner nearest to the frige is hard to recline. When picked up new, the salesman said it would get easier, but it hasn't

Hours: .5

Cause: Recliner is sitting too close to the wall and is screwed into the floor.

Amount: 57.50

Remedy: Had to adjust recliner away from the back wall for smoother operation.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 350022 Faucets - Leaks

Fault Code: Damaged/Maintenance

Problem: Small amount of water under the bathroom sink cabinet.

Hours: .2

Cause: Fittings around/going to the faucet need to be tightened.

Amount: 23.00

Remedy: Tightened the fittings to the faucet.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 220003 Quick Connects & Valves - R&R**

Fault Code: Component Failure

Problem: Customer smells propane and asked to have ODS propane tank hose checked for leaks.

Hours: .5

Cause: LP gas leak at quick disconnect on DS front frame. There is a crack in the quick disconnect threads.

Amount: 57.50

Remedy: R&R quick disconnect and performed a drop pressure test after install.

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
240059 MANIFOLD ASSEMBLY QUICK CONNECT ONLY F/ 397 LP SYSTEM NLA	MANIFOLD ASSEMBLY QUICK CONNECT ONLY F/ 397 LP SYSTEM NO LONGER AVAILABLE SEE 220061		1	1	19.24

Operation Line # 6*Flat Rate Code:* 580058 Windows - Window Touch Up*Fault Code:* Damaged/Maintenance*Problem:* Rear window does not open when the sun is hitting it.*Hours:* .2*Cause:* Window is difficult to open.*Amount:* 23.00*Remedy:* Lubricated the window with silicone.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:***Operation Line # 7***Flat Rate Code:* 630003 Panel - Resecure Panels*Fault Code:* Improper Installation/Build*Problem:* Two places in the bedroom that the paneling is coming loose.*Hours:* .5*Cause:* Paneling in the bedroom ODS by window has loose seams.*Amount:* 57.50*Remedy:* Renailed seams with pin nailer.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:***Operation Line # 8***Flat Rate Code:* 640027 Slide Out Seals/Water Diversion - Top Wipe Seal
Fault Code: Improper Installation/Build
Leak (Resulting in Damage)*Problem:* Customer states that the last time it rained, there was water in the corner of the slide that is next to the fridge and the carpet was also wet opposite the window.*Hours:* .5*Cause:* Water leaked in past the sweeper seal on the rear of the slide.*Amount:* 57.50*Remedy:* The sweeper seal wasn't flipped out all the way, allowing water to get behind the seal during a moderate rain event. Made sure all the sweeper seals are all the way out. *unsure of what labor code to use. No damage was done.*Manufacturer #:**Model #:**Serial #:***Operation Line # 9***Flat Rate Code:* 660016 Sliding Doors (wood/glass) - R&R
Fault Code: Damaged/Maintenance
Door*Problem:* Sliding door from the kitchen to the bathroom, finish is coming off.*Hours:* 1*Cause:* Slider door for the bathroom is peeling.*Amount:* 115.00*Remedy:* R & R bathroom door 36"x72"*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>
663919 DOOR PASSAGE 1 3/8 x 36 x 72	DOOR PASSAGE 1 3/8 x 36 x 72		1	1	142.44
BROWNSTONE MAPLE HHx2 L&L NO FOIL E2S	BROWNSTONE MAPLE HHx2 L&L NO FOIL E2S				

Operation Line # 10

Flat Rate Code: 580040 Fixed Pane Windows - Remove/Seal/ *Fault Code:* Damaged/Maintenance
Reinstall

Problem: The door side window trim is too short- would like looked at.

Hours: 1

Cause: Window seal ds schrank.

Amount: 115.00

Remedy: Installed new window seal.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag</u> <u>#</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
580232 WINDOW SEAL NEW VINYL NOSING F/ 8800 SERIES	WINDOW SEAL NEW VINYL NOSING F/ 8800 SERIES (SOLD EACH FOOT)		6	1	20.75