



Warranty Claim Form

Date: 6/13/2024

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

573TE3027P5510062
Imagine 2600RB
Retail Purchase Date: 5/17/2023
Work Started: 6/4/2024
Work Completed: 6/4/2024

Claim Status: Paid
Dealer Work Order #: 10412
Unit Offline Date: 7/20/2022

Claim #: 808085
Labor: \$713.00
Parts: \$2008.25
Shipping: \$186.01
Total: \$2907.26

Notes: *cw approved mls 6/7 *would you like to claim shipping? ml s6/6 ***HOLD*** needs checked mls 6/6 Sg 6/5/24 Crystal emailed and asked to change the requested time for 720097 from 5 to 3, I adjusted their time req. Also, she wanted 3hrs for 660016. 720097 - Furrion approved R&R of refrigerator 2021123811 with up to 1.5 hr labor. Changed code 930000 to 720097 to closer match repair.

Dealer Information

1127 Greenway 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

GEORGE E AND JUDITH A
BURLETON
5179 W CENTURY FARM BLVD
APPLETON, Wisconsin 54913
United States
920-734-2039

Operation Line # 1

Flat Rate Code: 660016 Sliding Doors (wood/glass) - *R&R Fault Code:* Improper Installation/Build Door

Problem: Customer states that the hanging barn doors in the unit that go to the bedroom/bathroom are hung crooked, Customer states that the doors rub, would like to have looked at the gap between door and wall in bathroom and bedroom sliding doors. *Hours:* 1.5

Cause: The partial wall going into the bedroom is warped. Door needed adjusting so it was even, but *A m o u n t :* there is still a gap in the middle-now the top edge of the door is visible. After fixing the trim on the door jam 172.50 the door is flush when open.

Remedy: To fix the wall I will have to remove the door, the track the door sits in, the decorative pieces that *S u b l e t* hide the track and the plastic trim. After all of that is removed, will have to shim the wall out with paneling *Repairs:* \$0.00 and put it all back together. The job could take 2-3 hours depending on how poorly it's constructed. Adjusted the bathroom door until it was flush when closed and fixed door trim.

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 610001 Vinyl Board - R&R Laminated Wall *Fault Code:* Improper Installation/Build Panel

Problem: The partial wall going into the bedroom is warped.

Hours: 2.5

Cause: Adjusted the door so it was even, but there is still a gap in the middle, and now the top edge of the door is visible. After fixing the trim on the door jam the door is flush when open.

Amount: 287.50

Remedy: To fix the wall, will have to remove the door, the track the door sits in, the decorative pieces that hide the track and the plastic trim. After all that's removed I will have to shim the wall out with paneling and put it all back together. The job could take 2-3 hours depending on how poorly it's constructed. Adjusted the bathroom door until it was flush when closed and fixed the door jam trim.

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 690008 Shades - Adjust Tension Strings *Fault Code:* Improper Installation/Build

Problem: Customer states that the curtains in the bathroom are hung crooked- Customer would like to have them straightened out. When curtain is pulled down. there is a gap that light comes in in bedroom door side curtain.

Hours: .2

Cause: The shade was a little off center.

Amount: 23.00

Remedy: Straightened out the shade.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

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

Problem: Customer states that the refrigerator when running has a very loud "operating noise" almost like a vibration or a rattle/humming, would like to have diagnosed/looked at. Customer states it is loud enough to keep up at night.

Hours: 1.5

Cause: Furrion refrigerator is extremely loud to the point that's all you hear while in the unit. The vibration is coming from underneath the refrigerator.

Amount: 172.50

Remedy: Need guidance from warranty, refrigerator is excessively noisy.

Sublet Repairs:
\$0.00

Manufacturer #: furrion

Model #: FCR10dcgta

Serial #: 0000

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
720867 REFRIGERATOR 10 CF BLACK RH 12V W/GLASS SHELVES (FURRION FCR10DCGTA-BL)	REFRIGERATOR 10 CF BLACK RH 12V W/GLASS SHELVES (FURRION FCR10DCGTA-BL)		1	1	2008.25

Operation Line # 5

Flat Rate Code: 620010 Trims/Edging - Repair Edging

Fault Code: Improper Installation/Build

Problem: Trim around bathroom and bedroom is loose and coming off.

Hours: .5

Cause: The manufacturer used a small bead of silicone along the whole length of each of the door jams to hold the trim on. *Amount:* 57.50

Remedy: Peeled all four of them off, cut the silicone off, loosened the bottom door holder brackets, put multiple strips of 3m tape on the back side of the trim, stuck all of them on and tightened down the door brackets. Includes trim for wall that is warped. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: