



Warranty Claim Form

Date: 8/21/2024

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

573FR362XN9918490

Reflection 320MKS

Retail Purchase Date: 4/19/2024

Work Started: 7/2/2024

Work Completed: 7/2/2024

Claim Status: Paid

Dealer Work Order #: 10552

Unit Offline Date: 1/3/2022

Claim #: 818483

Labor: \$218.50

Parts: \$1911.81

Shipping: \$349.93

Total: \$2480.24

Notes: Per SH - ok to vcb for comp board only for refer - RY 8/7/24 *reassigned* 7.26 this part was delivered to PLANT 7 to Sarah. please see sarah in regards to approving this claim and vendor chargeback. Please do not put back in Pending Vendor chargeback. Thanks....sm---- IMPORTANT FOR DEALER LINE 1 - **pending part return**PLEASE READ NOTES BELOW. PENDING PART RETURN for the COMPRESSOR DRIVER BOARD FOR THE BAD REFER TO GDRV - ATTN: SARAH H - 11356 CR 2 - BLDG 7 - CUSTOMER SERVICE, MIDDLEBURY, IN 46540**RY 7/16/24 LINE 2 - DO YOU HAVE PARTS TO CLAIM FOR THE REPLACEMENT QUICK DISCONNECT AND AN INVOICE FOR IT? THANK YOU. RY 7/16/24 JPH 6-25-24-- go ahead and replace the refrigerator and you need to send back the COMPRESSOR DRIVER BOARD-2022128891:C-FCR16DCASA-060 from the bad refrigerator att. Sarah H. dealer called on this. The customer has called and is very elevated on the refer problem. They were told by Owen Bailey that a new refer is approved. jw- furrion- ----- Case #5046619----- Do a "hard reset". This can be done by removing the unit from shore power and disconnecting the battery in the RV. Let sit for 5-10 mins and restore power. See if unit starts back up and cools normally. If it does, See TB-220919 Bench test on an alternate power source that is not the RV. If it operates on isolated power source, then check RV wiring. If that does not resolve the issue and the unit does not start up, please proceed with the authorization below. This is pre-auth for the R&R of the COMPRESSOR DRIVER BOARD-2022128891:C-FCR16DCASA-060. We will approve 1.1 for labor. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit. Return parts authorization does not guarantee your claim will be paid. -----there is a recall-910029 that must be done before customer picks up his unit.-= need a photo-6/14/24.

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

MARK MORSETH-MAYER

513 W 12TH STREET
Marshfield, Wisconsin 54449
United States

715-305-3430

Operation Line # 1

Flat Rate Code: 720097 Refrigerator - R & R Refrigerator

Fault Code: Component Failure

Problem: Customer called stating the refrigerator is working intermittently-hot dogs freezing then unthawing etc. battery terminals found loose-customer feels converter issue.

Hours: 1.5

Cause: Checked voltage going to refrigerator control module on top of refrigerator is 13.46 good. Checked voltage down at 12 volt compressor is 13.40, the compressor is not working, will need a new refrigerator.

Amount: 172.50

Remedy: Remove and Replace refrigerator.

Sublet Repairs:
\$0.00

Manufacturer #: Furrion

Model #: FCR16DCASA-SS

Serial #: 0000

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
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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
721300 REFRIGERATOR COMPRESSOR DRIVER BOARD ONLY F/ FCR16DCASA-SS / FCR20DCAFA-SV (FURRION FCR16DCASA-060)	REFRIGERATOR COMPRESSOR DRIVER BOARD ONLY F/ FCR16DCASA-SS (FURRION FCR16DCASA-060)	1	1	0.00

Operation Line # 2

Flat Rate Code: 910029 Recalls/Field Campaign - Enerco/Flex-Tech
 Fault Code: Recall Quick Disconnect

Problem: Recall 22V-308/2022-246 ENERCO/FLEX tech quick disconnect.
 Hours: .4

Cause: Active recall. Will need .6 to diagnose and replace.
 Amount: 46.00

Remedy: Diagnose and replace quick disconnect.
 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>
220061 QUICK DISCONNECT X 1/4 BRASS SHUT OFF W/PLUG AF	QUICK DISCONNECT X 1/4 BRASS SHUT OFF W/PLUG AF		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	0.00