



# Warranty Claim Form

Date: 6/11/2025

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

573FS4421PAA14335  
Solitude 391DL-R  
Retail Purchase Date: 3/29/2024  
Work Started: 5/2/2025  
Work Completed: 5/7/2025

Claim Status: Paid  
Dealer Work Order #: 10559  
Unit Offline Date: 10/12/2022

Claim #: 902393  
Labor: \$241.50  
Parts: \$1306.73  
Shipping: \$187.26  
Total: \$1735.49

Notes: AB 8/27 330002 - Denied pending more information. 680026 - Sofa base only approved. After review this unit would not be able to ship the unit from PL 10 with this kind of issue. Sofas are tested thoroughly before they leave Apex plant and again with the install team at Grand Design. This would have been replaced before it left, If it were mounted by Grand Design slightly out of alignment It could cause a binding issue. The dealer can order a new seat base only for this side of the theater sofa.

\*Please hold all parts for a minimum of 30 days after claim is paid\*

### Dealer Information

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United States

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

### Customer Information

KENNETH LAHR  
2089 CHARLES ST  
DE PERE, Wisconsin 54115  
United States  
920-321-6734

## Operation Line # 1

*Flat Rate Code:* 550039 Schwintek - Lubricate

*Fault Code:* Damaged/Maintenance

*Problem:* Rear slide out is leaking at corner, leaving a puddle at the base of slide out. schwintek slideout.

*Hours:* .5

*Cause:* On off door side rear bedroom slide water tested the slide out and with garden hose I also checked leveling is ok and other water lines.

*Amount:* 57.50

*Remedy:* I can't find a leak at this time. Will keep an eye on it.

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

## Operation Line # 2

*Flat Rate Code:* 680026 Sofa - All - R&R Sofa/Theater Seat

*Fault Code:* Improper Installation/Build

*Problem:* Sofa recliner in unit is making "clunking" sound when operating.

*Hours:* 1

*Cause:* Standing in front of sofa recliner on the right hand side of sitting in sofa the left hand side of sofa is popping and catching as you recline. What I found was the framework under the sofa is bent causing the clunking noise.

*Amount:* 115.00

*Remedy:* Will need a new sofa.

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

