



Warranty Claim Form

Date: 1/2/2025

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

573TE2527P3434616

Imagine 21BHE

Retail Purchase Date: 3/29/2024

Work Started: 12/6/2024

Work Completed: 12/6/2024

Claim Status: Paid

Dealer Work Order #: 10597

Unit Offline Date: 4/14/2023

Claim #: 859447

Labor: \$287.50

Parts: \$174.78

Shipping: \$39.87

Total: \$502.15

Notes: 6-26-34 TG 580030 sent response. 720078 photo required 580012 lets reseal the window

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

Joseph B Giombi

1808 Linden St
Stevens Point, Wisconsin 54481
United States

715-883-4446

Operation Line # 1

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

Fault Code: Improper Installation/Build

Problem: Customer states that the front door "sticks". Customer states that they have to slam it to shut, almost as if the door does not fit into the door frame-only happens when it is humid out.

Hours: .2

Cause: The metal plated on the door frame were rubbing on each other when the door is opened and closed.

Amount: 23.00

Remedy: Flattened them with a rubber mallet.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 580030 Egress Windows - R&R Window Assembly *Fault Code:* Component Failure

Problem: Customer states that the window by the sink does not lock. Customer states it does not go all the way forward to the lock position. Customer states it is hard to open and makes a screeching noise.

Hours: 1

Cause: Faulty window. the window track, and when the window did close all the way-it became stuck and hard to open.

Amount: 115.00

Remedy: Will need a whole new window. L=25 1/4 x H=16 1/4.

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>
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580654 WINDOW 8800 DW 24 X 15 WINDOW 8800 DW 24 X 15	1	1	87.43
G20 TP BK G20 TP BK			

Operation Line # 3

Flat Rate Code: 720078 Refrigerator - Door Adjustment (per *Fault Code:* Component Failure door)

Problem: Customer states that the refrigerator door was previously replaced and now the door handle has sharp edges and sticks in the "opening" position, customer also states that in order to get the door latch to close-you have to push it.
Hours: .5

Cause: The spring handle popped out of place.
Amount: 57.50

Remedy: Reset the spring and sanded down the rough edges of the latch.
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>
961751 LIPPERT LABOR ONLY	LIPPERT LABOR ONLY		1	1	0.00

Operation Line # 4

Flat Rate Code: 560036 Baggage - Adjust - Slam Latch Baggage *Fault Code:* Improper Installation/Build Door

Problem: Customer states that the DS storage compartment door, the lock keeps coming loose and cannot open it without jiggling the key.
Hours: .3

Cause: The latch on the lock was turned the wrong way, and the frame was slightly bent.
Amount: 34.50

Remedy: Swapped the latch around, lubed the lock and straightened the frame.
Sublet Repairs: \$0.00

Manufacturer #: *Model #:* *Serial #:*

Operation Line # 5

Flat Rate Code: 580012 Slider/Crank Out Windows - Repair *Fault Code:* Improper Installation/Build Window

Problem: Customer states that the window above the DS compartment door, right next to the entry door is bent in the top left corner of the window. If you are in the unit looking out the window there is also some caulk that is missing on the outside of this window, customer currently has tape over it.
Hours: .5

Cause: The outside seal shrunk, the sealant cracked and when the manufacturer secured the metal ring for the window they must not have able to get the screw to grab, so they ran it in multiple times-causing a larger hole in the frame. Now there is a visible gap in between the the ring and window.
Amount: 57.50

Remedy: The only way I got the screw to hit anything solid was running it up at a hard angle and I'm sure it will wiggle loose eventually. It is going to need a new window. L=25 1/4 x H=23 in.
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>
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580714 WINDOW 8800 VS 24 X 22 G20 TP BK	WINDOW 8800 VS 24 X 22 G20 TP BK	1	1	87.35
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