



# Warranty Claim Form

Date: 7/31/2024

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

573TE2621N3424899  
Imagine 22MLE  
Retail Purchase Date: 9/11/2021  
Work Started: 7/8/2024  
Work Completed: 7/8/2024

Claim Status: Paid  
Dealer Work Order #: 10603  
Unit Offline Date: 8/18/2021

Claim #: 821971  
Labor: \$230.00  
Parts: \$0.00  
Shipping: \$0.00  
Total: \$230.00

Notes: RJ 06/06/24 Approved, have notified Retail side that unit needs to come back to factory. they will reach out to the retail.

### Dealer Information

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United States

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

### Customer Information

Kenneth Dale Arens  
1660 W Clearwater Dr  
Zeeland, Michigan 49464-9232  
United States  
616-836-0124

### Operation Line # 1

*Flat Rate Code:* 930000 Misc Charges

*Fault Code:* Damaged/Maintenance

*Problem:* Level in bedroom is level, level in kitchen is not. Seems like there is a peak in the kitchen on the floor. Did receive a recall letter about the frame, needs to be looked in to for verification on recall.

*Hours:* .7

*Cause:* The floor has a very large bow in it. We leveled the trailer and put two levels in the unit, the one in the back is perfect but the front level is pitched down hard in the front. Either the floor is bowed or the frame is tweaked.

*Amount:* 80.50

*Remedy:* Cannot be solved here, we are recommending it go back to the factory to be fixed. Unsure on labor code as this encompasses many things.

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

### Operation Line # 2

*Flat Rate Code:* 120001 Complete Axle Assembly - R&R

*Fault Code:* Damaged/Maintenance

*Problem:* RF on the tandum aple, tire wear. Stuck level on tired on DS unit and they are straight. When putting level on the ODS tire, the right front on the tandum is out farther than the other tire on that side.

*Hours:* .7

*Cause:* Frame issue. The DS front tire is smooth on the outer edge. And when you're looking at it, you can see that the tire is at an angle. We jacked it up and tried wiggling it to see if it's a bearing issue and it's not.

*Amount:* 80.50

*Remedy:* Need to see if the manufacturer wants more tests run and if they do, which ones. Or if they will just look at it themselves when it comes back in for the heaved floor. Recommending unit goes back to factory for remedies.

*Sublet Repairs:* \$0.00

*Manufacturer #:* 1

*Model #:* 1

*Serial #:* 1

**Operation Line # 3**

*Flat Rate Code:* 170028 Lippert Schwintek - R&R Motor *Fault Code:* Damaged/Maintenance Assembly

*Problem:* Slideout Schwintek system is not operating correctly.

*Hours:* .6

*Cause:* Bad schwintek

*Amount:* 69.00

*Remedy:* It will need a complete replacement. This repair can be done when it goes back to the factory for the floor/frame issue.

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*