



Warranty Claim Form

Date: 11/15/2024

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

573TE2627R3438022

Imagine 22MLE

Retail Purchase Date: 4/13/2024

Work Started: 6/13/2024

Work Completed: 6/13/2024

Claim Status: Paid

Dealer Work Order #: 10626

Unit Offline Date: 1/30/2024

Claim #: 812488

Labor: \$287.50

Parts: \$0.00

Shipping: \$0.25

Total: \$287.75

Notes: Added frt per dealer providing invoice FRT=13.56/55=.25/ea**RY 11/12/24 **GDRV will cover labor only on that repair line as a onetime dealer courtesy. RY 11/11/24 **no invoice has been provided in order to claim freight. RY 11/11/24 *350053 - incorrect flat rate was used. Correct flat rate code is 330006 Valves (Directional & Check) - R&R *Line 1 is Pending part return and testing. When Returning parts, please include a copy of the CLAIM in the box with the part. Once the part has shipped, please provide the tracking number in the dealer notes section of your claim, add any return freight charges you may have incurred to your Requested Shipping Total box, and then put the claim back into submitted status to be processed. Return to the VCB address: Grand Design RV 5200 Hoffman St Elkhart, IN 46516 **please provide the photos of the defective part removed from the unit as well as the invoice. thank you. RY 6/21/24 KK 6.14.24. Approved with modifications.

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

KENNETH FALK

4816 NORWAY PINE DRIVE
STEVENS POINT, Wisconsin 54482
United States

715-570-2863

Operation Line # 1

Flat Rate Code: 350053 Toilet - R&R Vacuum Breaker

Fault Code: Component Failure

Problem: Black tank water breaker is leaking when flushing black tank. Leaking under sink.

Hours: 1.5

Cause: The vacuum breaker is leaking. I turned the the water on , hit the peddle on the toilet and water started running down the wall.

Amount: 172.50

Remedy: I removed the breaker and installed a new one and tested it.

Sublet Repairs: \$0.00

Manufacturer #: 0000

Model #: 0000

Serial #: 00000

<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>
360022 VALVE ATMOSPHERIC VAC CHECK BLACK F/ NAUTILUS PANEL NLA	VALVE ATMOSPHERIC VAC CHECK BLACK F/ NAUTILUS PANEL NO LONGER AVAILABLE SEE 330093		1	1	0.00

Operation Line # 2

Flat Rate Code: 560049 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - *Fault Code:* Improper Installation/Build
Repair Door

Problem: Both passthrough doors need to be recaulked. Top of door and seam need to be redone. *Hours:* .5
Leaking into unit during rain.

Cause: Customer requested foam backing but I put some silicone over the seams and sprayed them with water and I could not see any leaks. Water will collect on the bottom of the frames but it doesn't leak past it. *Amount:* 57.50

Remedy: Put some silicone over the seams and sprayed them with water and I could not see any leaks. Water will collect on the bottom of the frames but it doesn't leak past it. *Sublet Repairs:*
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 560012 Entry Door - R&R Screen Door Handle/ *Fault Code:* Improper Installation/Build
Catch

Problem: Screen door is catching and the hinges seem loose. *Hours:* .5

Cause: The screws that hold the screen door latch are pulling out. The door is plastic and styrofoam so there isn't much for the screws to grab a hold of. *Amount:* 57.50

Remedy: I pulled the screws, stuffed the holes with glue and wood, put a piece of 3m tape on the back side of the latch and put it back in place and ran the screws in. *Sublet Repairs:*
\$0.00

Manufacturer #:

Model #:

Serial #: