



Warranty Claim Form

Date: 5/1/2025

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

573TT372XR8832191
Transcend 321BH
Retail Purchase Date: 7/15/2024
Work Started: 4/22/2025
Work Completed: 4/22/2025

Claim Status: Paid
Dealer Work Order #: 10758B
Unit Offline Date: 6/7/2024

Claim #: 891590
Labor: \$621.00
Parts: \$8.13
Shipping: \$6.24
Total: \$635.37

Notes: shipping adj to parts claimed on invoice. NN 4.25 tv - Re-assigned - Re-approved - Unit is still in Warranty till 7/15/25

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

MARCIA HALLAS
207969 JONES VALLEY ROAD
MOSINEE, Wisconsin 54455
United States
715-581-5048

Operation Line # 1

Flat Rate Code: 630006 Panel - Touch Up (per ceiling panel) *Fault Code:* Improper Installation/Build

Problem: Black marks on ceiling of slideroom.

Hours: .2

Cause: Black marks left by mfg.

Amount: 23.00

Remedy: Used murphys oil to gently remove the dirt spots.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: Excess putty on walls and wood throughout unit.

Hours: .2

Cause: Excess putty not wiped away by mfg.

Amount: 23.00

Remedy: Used murphy's to clean away putty.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 610005 Vinyl Board - Putty T-Nail Holes (per *Fault Code:* Improper Installation/Build panel)

Problem: Deep non filled staple holes in different areas of unit.

Hours: .2

Cause: Mfg did not fill holes.

Amount: 23.00

Remedy: Filled with putty.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 670018 Kitchen - Countertop Repair

Fault Code: Improper Installation/Build

Problem: Small mar behind kitchen sink on countertop.

Hours: .5

Cause: Mfg scraped the counter,

Amount: 57.50

Remedy: Used cleaner to remove the scuffed area.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 350041 Showers - Seal Base & Surround

Fault Code: Improper Installation/Build

Problem: Right side of shower frame water is getting through it needs to be sealed.

Hours: .5

Cause: Sealant gap in frame of shower on the right side.

Amount: 57.50

Remedy: Cleaned area well then used leftover silicone to seal area so no water can escape.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 660022 Sliding Doors (wood/glass) - R&R *Fault Code:* Component Failure Strap

Problem: Door hood snapped and broke I removed the from hook.

Hours: .2

Cause: The hold broke.

Amount: 23.00

Remedy: Need replacement.

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>
691799 STRAP 6 BLACK BUNGEE STRAP 6 BLACK BUNGEE ULTIMATE ULTIMATE POCKET DOOR HOLDER W/ J-HOOK	POCKET DOOR HOLDER W/J-HOOK		1	1	8.13

Operation Line # 7

Flat Rate Code: 660018 Sliding Doors (wood/glass) - Adjust *Fault Code:* Improper Installation/Build Door *

Problem: Bed/bath door is installed such that there is a wider gap at the top than than the bottom. *Hours:* .5

Cause: Mfg did not adjust door correctly. *Amount:* 57.50

Remedy: Removed fascia board and adjusted both slider wheels so gap is even in closed door position then reinstalled the fascia board. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 610013 Seam Tape - Repair *Fault Code:* Improper Installation/Build

Problem: Ceiling strip above shower is cut too short. *Hours:* .5

Cause: Cut too short by mfg. *Amount:* 57.50

Remedy: Used leftover silicone to fill in the small gap. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

Flat Rate Code: 660010 Passage Doors - Repair Door *Fault Code:* Improper Installation/Build

Problem: Bunk room bath door the left door trim has scratches. *Hours:* .5

Cause: Scratches on the plastic trim from mfg. *Amount:* 57.50

Remedy: Used very fine sand paper to blend the scratched area with the rest of the trim. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 10

Flat Rate Code: 350012 Sinks - Reseal *Fault Code:* Improper Installation/Build

Problem: Bathroom in bunk area the sink has 2 scratches. *Hours:* .5

Cause: Scratches on sink. *Amount:* 57.50

Remedy: Used very fine sand paper to smooth the edge no scratches are visible anymore. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 11

Flat Rate Code: 680020 Chairs - Repair Freestanding Dinette *Fault Code:* Improper Installation/Build Chair

Problem: Trim on the outside of bench nearest loveseat is showing staples, there is a gap near the bottom. *Hours:* .5

Cause: Board is bowed or warped a bit. *Amount:* 57.50

Remedy: Used putty to fill the gap then went over with a wood pen to blend. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 12

Flat Rate Code: 820002 Bunk Ladders - Repair Ladder *Fault Code:* Improper Installation/Build

Problem: Beneath top bunks underside panel the veneer or finish is peeling away. *Hours:* .5

Cause: Jagged edges on panel that ripped away. *Amount:* 57.50

Remedy: I used a paint pen to cover the bare wood. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 13

Flat Rate Code: 650037 Bunk Beds (Fixed & Drop Down) - Resecure *Fault Code:* Improper Installation/Build Bed Assembly

Problem: The bunk to the left when entering bunk room the bottom panel is coming down. *Hours:* .1

Cause: Not enough nails to secure bottom panel. *Amount:* 11.50

Remedy: Used nail gun to secure panel. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 14

Flat Rate Code: 620006 Floor Structure - Resecure/Repair *Fault Code:* Improper Installation/Build Decking

Problem: Floor is creaking in front of the bunk room entrance. *Hours:* .5

Cause: Main floor in entry way has a squeak in it. *Amount:* 57.50

Remedy: Installed shims to stop squeak. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: