



Warranty Claim Form

Date: 9/12/2024

1127 Greeneway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States
Ph. 715-325-5170
mail@greenewayrv.com

General Information

573TE2624R3436373

Imagine 22MLE

Retail Purchase Date: 9/29/2023

Work Started: 7/18/2024

Work Completed: 7/18/2024

Claim Status: Paid

Dealer Work Order #: 10828

Unit Offline Date: 9/13/2023

Claim #: 830802

Labor: \$0.00

Parts: \$0.00

Shipping: \$0.00

Total: \$660.00

Notes: *attached vendor auth. RY 9/4/24 *emailed JHam, can he please attach the vendor auth? RY 8/28/24 JH 8/27 Vendor Approval Attached. Thank you for sending that in. I'm authorizing, as a one time goodwill gesture, this repair. You can do a VCB and authorization is in case 5184519. Thank you, Stacy E. Sublet approved for \$660.00 USD. JH 8/27 Sent Updated Information to Vendor JH 8/20 Request from vendor: Thank you for getting those images in. We still do not have the frame serial number sent in. What was sent in is the VIN plate on the A-frame. I'll link below a guide to locating the serial tag, or you could see if it is noted on the BOM for this unit. QR - 047: Frame Identification Tag Location Guide JH 8/19 Sent Updated Information to Vendor JH 8/5 Request from vendor: Thank you for contacting Lippert. Your case number is 5184519. In effort to best assist you and review your claim, we will need to capture all the information listed below. Please provide us the following: Unit Information: - Retail owner information-Name, address, phone number Pictures requested to review the claim: - Picture of the Frame serial tag Support document: https://lci-support-doc.s3.amazonaws.com/quickreferences/ccd_0001839.pdf - Issue/concern (prior to repair) - Full front view, rear view, and side views of the trailer Once all the information above is obtained, we'll review and provide you with next steps. To ensure all information is received, please reply all this email. If by chance you are unsuccessful in sending the information via email, please try limiting the number of attachments you've included in the email. Multiple emails are acceptable and will be received if you reply all back. Email attached. JH 8/1 Pending Vendor Approval

Dealer Information

1127 Greeneway RV Sales & Service
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United States

715-325-5170

mail@greenewayrv.com

Approved Labor Rate: \$115.00

Customer Information

EVERETT PHILLIPS

868 SHEFFIELD COURT
NEKOOSA, Wisconsin 54457
United States

317-639-9845

Operation Line # 1

Flat Rate Code: 150012 Safety Chains - R&R

Fault Code: Component Failure

Problem: Hitch Issue. One of the safety chains completely snapped. *See Dealer Notes

Hours: 0

Cause: Safety chain repair. Need to repair chains so they are safe for customer use.

Amount: 0.00

Remedy: Installed extra chain links for repair. *SUBLET

Sublet Repairs: \$660.00

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