



Warranty Claim Form

Date: 9/24/2024

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

573FR3725N9918847
Reflection 337RLS
Retail Purchase Date: 2/4/2022
Work Started: 8/27/2024
Work Completed: 8/27/2024

Claim Status: Paid
Dealer Work Order #: 10896
Unit Offline Date: 1/19/2022

Claim #: 835914
Labor: \$920.00
Parts: \$103.64
Shipping: \$9.09
Total: \$1032.73

Notes: Rj 08/01/24 APPROVING FOR PARTS AND LABOR BASED ON CASE # 658375

Dealer Information

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

Customer Information

Thomas Valnoha
2159 Wisconsin St
Friendship, Wisconsin 53934-9311
United States
847-507-0789

Operation Line # 1

Flat Rate Code: 560058 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - R&R *Fault Code:* Damaged/Maintenance
Floor Covering

Problem: GD Case #00658375. Soft sub floor in the unit. In the water bay, directly beneath the nautilus panel was very wet. Sub floor from there forward in the storage bay has bumps in the floor where you can tell that the water has been settling. *Hours:* 7

Cause: The customer stated the water leaked past the cup in the plastic pan and damaged the floor. The floor isn't rotten, but it's soft and it goes half way into the storage compartment. Option A would be a complete floor replacement and that would involve removing all the trim on the floor, removing the nautilus wall, plastic pan and removing the wall that separates the storage compartments. The flooring material will have to be cut along the walls and removed and hopefully it doesn't rip. Assuming it is just screwed down, that will have to be removed. The floor may be too large to come out in one piece so it may have to be cut in half. The new one will have to be but in half as well and screwed back together once it's inside. Then I'll glue the floor material down on the floor and put everything back together. The customer also stated that the cargo door leaks so that will have to be removed anyways for the floor removal, so all the foam and sealant will have to be cleaned off and re-putted and put back on once the repair is done (12-14 hour job) Option B would be the same as option A except instead of replacing the floor completely, we put a steel plate over the floor and glue the material down to the steel. The seem will be visible unless it's a big enough piece that will cover the entire floor (8-10 hour job)

Remedy: GD to advise what to do.

Amount: 805.00
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>
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	10.63
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	2.16

960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only	1	1	7.75
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Operation Line # 2

Flat Rate Code: 170036 Slide Out Assembly - Bell Stop R&R *Fault Code:* Damaged/Maintenance

Problem: GD Case #00660280. Slide for the dining/kitchen room, cans are starting to crumple. *Hours:* 1

Cause: The holes in the frame are too big and it cased both bell stops to pull through the holes. *Amount:* 115.00

Remedy: Both bell stops will need to be replaced and a certified welder will have to close up both the holes. *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>
170004 ACUATOR-STOP-CAN	ACUATOR-STOP-CAN		2	1	45.50
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	37.60