



# Warranty Claim Form

Date: 11/29/2024

1127 Greenway RV Sales & Service	<b>General Information</b>		
8220 State Hwy 13 South	573TT3325P8825393	Claim Status: Paid	Claim #: 854535
Wisconsin Rapids, WI 54494	Transcend 265BH	Dealer Work Order #: 10958B	Labor: \$747.50
United States	Retail Purchase Date: 11/1/2023	Unit Offline Date: 10/19/2022	Parts: \$136.32
Ph. 715-325-5170	Work Started: 11/19/2024		Shipping: \$109.86
mail@greenwayrv.com	Work Completed: 11/19/2024		Total: \$993.68

Notes: \*LINE 6 vendor requires clear pic of the serial number mls 11/21 line-4- 640009- you need to remove the top board and cut it down some.

## Dealer Information

## Customer 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

PETER KOLZOW  
8563 WOODLAND CT  
WOODRUFF, Wisconsin 54588  
United States  
715-661-0725

## Operation Line # 1

*Flat Rate Code:* 580012 Slider/Crank Out Windows - Repair *Fault Code:* Damaged/Maintenance Window

*Problem:* Window by the kitchen counter very hard to open, trim piece broke when trying to close window to latch. *Hours:* .2

*Cause:* Debris in window slide.Track came dislodged and fell out of the channel. *Amount:* 23.00

*Remedy:* Used compressed air to blow out debris in channel which window slides in. Used pure silicone spray to lubricate window track. Pushed track back in place for screen. Track came dislodged and fell out of the channel. Both window and screen work well now. *Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

## Operation Line # 2

*Flat Rate Code:* 580012 Slider/Crank Out Windows - Repair *Fault Code:* Damaged/Maintenance Window

*Problem:* Window in the lower bunk is very hard to open. *Hours:* .2

*Cause:* Debris in the window slide. *Amount:* 23.00

*Remedy:* Used compressed air to blow out debris in channel which window slides in. Used pure silicone spray lubricant to lubricate window track. Lubricating window tracking is considered a general maintenance task- advised customer to consider purchasing a can to keep windows usable in the future. *Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

**Operation Line # 3***Flat Rate Code:* 660009 Passage Doors - R&R Door*Fault Code:* Improper Installation/Build*Problem:* Bathroom door on the kitchen side, bottom bracket needs to be moved to hold the door when closed, snap closer about to fall out.*Hours:* .8*Cause:* Improper configuration during door installation. Door slide catch is installed beyond closure point. Button door holder pulled out of door.*Amount:* 92.00*Remedy:* Replaced the defective door slide catch. Fixed button by modifying and expanding the rivet to fit in screw hole.*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	0.00
662298 TRACK POCKET DOOR GUIDE 12 BLACK	TRACK POCKET DOOR GUIDE 12 BLACK		1	1	1.52

**Operation Line # 4***Flat Rate Code:* 640009 Slide Out Seals/Water Diversion - R&R Top Wipe Seal*Fault Code:* Improper Installation/Build*Problem:* Slide out is sticking when coming in. Looks like black seam tape is grabbing and almost entirely pulled off. It was not doing this before august work.*Hours:* .8*Cause:* On the inside of the slide roof it seems like the wedge is a bit too extreme when slide is fully open. Catching on top flap seal of slide opening, causing the slide top to hang and it then pops hard and almost jumps. Adjustment could have made it worse, but also seems too extreme for proper sealing of the opening.*Amount:* 92.00*Remedy:* Need guidance on course of action as adjustment did not help.*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>
570117 TRIM METAL 192" ET T5 NON INSERT FLAT TRIM - BLACK	TRIM METAL 192" ET T5 NON INSERT FLAT TRIM - BLACK		1	1	19.02
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		10	1	10.80

### Operation Line # 5

*Flat Rate Code:* 610001 Vinyl Board - R&R Laminated Wall *Fault Code:* Improper Installation/Build Panel

*Problem:* Wall and trim on the slide out left side are not lining up.

*Hours:* 4

*Cause:* Trim on rear side of inside wall sticking out in center about 1/4" difference from top to center. Need *A m o u n t :* to take apart inside of wall section to investigate. Paneling on wall is not flush with studs. Submit to 460.00 warranty, need to disassemble half of dinette and rear side of wall. Possibly remove window coverings and all trims on wall.

*Remedy:* Pending warranty guidance.

*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>
610646 TRIM 3.6MM 1 1/2 X 96 BURLAP STONE 6112 BATTEN	TRIM 3.6MM 1 1/2 X 96 BURLAP STONE 6112 BATTEN		1	1	2.89
610641 TRIM BATTEN 3.6MM X 7/8 X 108 BURLAP STONE 6078B	TRIM BATTEN 3.6MM X 7/8 X 108 BURLAP STONE 6078B		2	1	4.08

### Operation Line # 6

*Flat Rate Code:* 740045 Audio/Visual - R & R Component *Fault Code:* Component Failure

*Problem:* \*CANNOT FIND LABOR CODE\* Radio on/off switch has a short, takes multiple presses to get the radio to turn on or off.

*Hours:* .5

*Cause:* Radio power button is temperamental. Takes a couple presses with stern pressure to power on occasionally.

*Amount:* 57.50

*Remedy:* R&R stereo.

*Sublet Repairs:* \$0.00

*Manufacturer #:* x

*Model #:* x

*Serial #:* x

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
740210 STEREO WALL MOUNT AM/FM BLUETOOTH USB FURRION DV7200 - S	STEREO WALL MOUNT AM/FM BLUETOOTH USB FURRION DV7200 - S		1	1	98.01