



Warranty Claim Form

Date: 8/28/2024

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

573TE2824R3435723
Imagine 23LDE
Retail Purchase Date: 7/29/2023
Work Started: 8/14/2024
Work Completed: 8/14/2024

Claim Status: Paid
Dealer Work Order #: 10960
Unit Offline Date: 7/17/2023

Claim #: 828030
Labor: \$115.00
Parts: \$0.00
Shipping: \$0.00
Total: \$115.00

Notes:

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

DOUG NOLDEN
325 8TH STREET
PRAIRIE DU SAC, Wisconsin 53578
United States
608-843-8843

Operation Line # 1

Flat Rate Code: 420058 Solar - Charge Controller

Fault Code: Damaged/Maintenance

Problem: GD case #671789-solar panel issues. Spoke with Matt on most of it. Has plugged in and unplugged, as recommended by Matt. That did not fix the issue. He is concerned that because we found a pinched wire in the unit previously that the solar panel may have same kind of issue. Customer states "I've been investigating and think the issue with the solar panel might actually be a draw somewhere." Customer states that when he unplugs the far right fuse when looking at the fuse panel the panel does not turn off.

Hours: .5

Cause: Polarity reversed on panel supply into charge controller.

Amount:
57.50

Remedy: Corrected polarity issue from panel supply into charge controller. Power light went from orange to green and is blinking now indicating that it is charging now. Confirmed 16v going to battery, began charging cycle.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 680022 Chairs - Repair Recliner

Fault Code: Damaged/Maintenance

Problem: Recliners backing is loose. When not sitting in them there is a lot of play in the back rest. Would like looked at to see if something had tightened up. Both sides of the seat backings are loose.

Hours: .2

Cause: Back rest on the right/rear was not clicked in completely to the base on one side. Tested both recliners, seem to be working normally. If customer doesn't like the small amounts of play in the backrest we can see if we can get recliners warranty replaced.

Amount: 23.00

Remedy: Backrests move about two inches when in upright locked position, functioning as normal.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 170025 Lippert Schwintek - Re-Synchronize *Fault Code:* Damaged/Maintenance

Problem: Schwintek very out of sync.

Hours: .3

Cause: Slide mechanism not synchronized. One side moves 10 inches before the other. Needs to be investigated. Re-sync would not correct the issue.

Amount: 34.50

Remedy: Had to re-sync the system. *not sure on labor code.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: