



Warranty Claim Form

Date: 3/13/2025

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

573FR3325R3348802
Reflection 27BH
Retail Purchase Date: 6/5/2024
Work Started: 2/28/2025
Work Completed: 2/28/2025

Claim Status: Paid
Dealer Work Order #: 11044
Unit Offline Date: 12/4/2023

Claim #: 878029
Labor: \$621.00
Parts: \$311.65
Shipping: \$85.70
Total: \$1018.35

Notes: *PLEASE READ FULL NOTE: Job 2- Please attach a photo of the vendor serial tag located on bottom or back side. Job 6- Please attach a full photo of the door and of the door laying flat on a flat surface with a level on it. We will also need a warpage gap measurement photo this can be obtained by using a measuring tape to measure the gap between level and door. 3/5 DW hk 11/20 560048-NO VCB

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

CHAD E DEAN
3954 GREEN BRIAR CT
NEKOOSA, Wisconsin 54457
United States
715-697-6449

Operation Line # 1

Flat Rate Code: 420004 Lights (Exterior) - R&R Tail Light *Fault Code:* Damaged/Maintenance

Problem: Cracked tail light on the right side. Works properly but the bottom is cracked.

Hours: .2

Cause: Tail light cover is cracked on the bottom left corner of the light.

Amount: 23.00

Remedy: R&R taillight and reseal

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>
420855 LIGHT REAR 6" OVAL LED 7 DIODE W/RFX6 REFLECTOR RING	LIGHT REAR 6" OVAL LED 7 DIODE W/RFX6 REFLECTOR RING		1	1	9.62

Operation Line # 2

Flat Rate Code: 420001 Lights (Exterior) - R&R Marker Light *Fault Code:* Component Failure

Problem: Clearance light right front only, 2 out of 3 bulbs are working properly. LED light.

Hours: .2

Cause: Clearance light has three bulbs, one bulb is out.

Amount: 23.00

Remedy: Light is LED and needs complete 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>
420997 LIGHT LED AMBER MARKER SIDE CAMERA PREP GEN 2 UNIVERSAL FCE04TDE-SY	LIGHT LED AMBER MARKER SIDE CAMERA PREP GEN 2 UNIVERSAL FCE04TDE-SY		1	1	6.02

Operation Line # 3

Flat Rate Code: 570039 Slide Room Exterior Fascia - R&R Extrusion *Fault Code:* Improper Installation/Build (Fascia) per piece

Problem: Panel in the rear of the exterior of the unit, a screw was tightened too much and it cracked the fascia. *Hours:* .5

Cause: Fascia on ODS slide out bottom right corner is cracked and needs replacement. *Amount:* 57.50

Remedy: R&R fascia that was cracked *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>
570423 TRIM SLIDEOUT BOTTOM CAP SHORT GD2 BLACK HC INJECTED	TRIM SLIDEOUT BOTTOM CAP 4 7/8 WIDE SHORT GD2 BLACK HC INJECTED		1	1	11.18

Operation Line # 4

Flat Rate Code: 660030 Drawers - Repair Drawer *Fault Code:* Improper Installation/Build

Problem: Roller for latch on bottom drawer DS of unit next to door is missing. Drawer does not latch properly. *Hours:* .2

Cause: Latch for drawer is missing one roller on the right hand side, causing the drawer not to latch. *Amount:* 23.00

Remedy: Need to R&R latch. *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
660014 CATCH DOUBLE ROLLER DOORS & DRWRS	CATCH DOUBLE ROLLER DOORS & DRWRS		1	1	0.42

Operation Line # 5

Flat Rate Code: 560048 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - Fault Code: Damaged/Maintenance R&R Door

Problem: Compartment doors on the right side front are warped and need replacement. They latch but it doesn't seal properly.

Hours: 1

Cause: Compartment door is warped and needs replacement.

Amount: 115.00

Remedy: R&R compartment door. Door is 34.5x25.

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>
561864 DOOR BAGGAGE 725 34 1/2 X 25 WHITE SLAM LATCH KEYED ALIKE	DOOR BAGGAGE 725 34 1/2 X 25 WHITE SLAM LATCH KEYED ALIKE		1	1	231.88

Operation Line # 6

Flat Rate Code: 660001 Cabinet Doors - R&R Door

Fault Code: Component Failure

Problem: Cabinet door above the couch is warped and sagging.

Hours: .3

Cause: Cabinet door on ODS of unit is warped and not closing properly.

Amount: 34.50

Remedy: R&R cabinet door.

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>
663621 DOOR CABINET 13 X 33 1/2 CHAMPAGNE PEWTER ADORN CHSQ	DOOR CABINET 13 X 33 1/2 CHAMPAGNE PEWTER ADORN CHSQ		1	1	42.95
663626 GLASS 1/8 X 8 1/2 X 29 31% CC	GLASS 1/8 X 8 1/2 X 29 GRAY 31% CC		1	1	9.58

Operation Line # 7

Flat Rate Code: 350041 Showers - Seal Base & Surround

Fault Code: Improper Installation/Build

Problem: Took shower in unit and it flooded the living room area. Looks to be having water come out from behind the couch. There is a trim board on the bottom of the wall behind couch where majority of the water was found. There was also some in the corner of the slide out next to them.

Hours: 3

Cause: Tested shower for water leak into living room. Unit is a fifthwheel so the shower is upstairs, when testing for leak, found nothing until I put 2 bricks in the shower pan. Then it leaked into the living room really bad. Shower surround not sealed around the shower pan.

Amount: 345.00

Remedy: Will need to dry it all out then fasten surround to wall better then seal around base. Will need 3 hours to complete task.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: