



Warranty Claim Form

Date: 11/22/2024

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

573FR2827N3343419
Reflection 226RK
Retail Purchase Date: 2/24/2024
Work Started: 11/15/2024
Work Completed: 11/15/2024

Claim Status: Paid
Dealer Work Order #: 11063
Unit Offline Date: 5/17/2022

Claim #: 854127
Labor: \$115.00
Parts: \$505.61
Shipping: \$10.01
Total: \$630.62

Notes: TG 9-12-24 660001 no damage seen, imperfections in the door. TG 9-12-24 160007 Thanks for reaching out. I will authorize 0.5 hours of labor for the jack motor replacement, no part return needed. Your case number is 5302320. Let us know if you have any questions. *Reference Case Number 5302320 - VIN: N3343419 810002 awnings are made for sun shade. Please hold all parts for a minimum of 30 days after claim is paid*

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

DAVID PILLER
2411 JEFFEREY LANE
SCHOFIELD, Wisconsin 54476
United States
715-297-0669

Operation Line # 1

Flat Rate Code: 160007 Stabilizer Jack - R&R Electric Motor *Fault Code:* Component Failure

Problem: Stabilizer jack between the tire and door will not go down.

Hours: .5

Cause: There is a dead spot in the motor. I turned the system on, auto-leveled the unit, and as soon as the *A m o u n t :* rear jacks started to move it through a code saying the right rear jack had an error. I extended all the jacks six 57.50 inches and auto-retracted them all. I auto-leveled the unit again and the same exact issue occurred. This time when I manually extended the jacks, the right rear won't go down. I hit the button numerous times and eventually it extended. Just to verify it isn't the brain board I swapped the harnesses for the right and left rear jacks to see if they issue is in the board and it isn't As soon as the rear jacks start to extend the right rear locked up.

Remedy: R&R jack motor.

*S u b l e t
R e p a i r s :
\$0.00*

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
160084 JACK ELECTRIC 4 POINT HALL EFFECT MOTOR ONLY	JACK ELECTRIC 4 POINT HALL EFFECT MOTOR ONLY		1	1	499.95

Operation Line # 2

Flat Rate Code: 320008 Gray Tank - Repair In Place

Fault Code: Improper Installation/Build

Problem: Gray tank handle is tight and cmr would like to see if it can be loosened.

Hours: .3

Cause: The gate valve cable is sticking.

A m o u n t :
34.50

Remedy: Broke it free and lubed both the gray and black cable. I recommend that the customer lubes them regularly to keep them from binding. IT was never specified on which gray tank as there are two tanks. I didn't notice the rear one at first, and when I did, I broke the handle free and lubed it. The gate valve is attached to a thin piece of metal that's poorly welded to the frame so you need to use both hands otherwise it's difficult to operate.

S u b l e t
R e p a i r s :
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 310011 Termination (Gate) Valves - R&R *Fault Code:* Damaged/Maintenance
Cap

Problem: Replace sewer cover, the one that came with the unit broke, had cover from parents unit on there.

Hours: .2

Cause: Broken cap.

Amount: 23.00

Remedy: Replaced both the drain caps. It was never specified on which tank drain and there are two drains. Both are broke so I replaced them both.

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		2	1	5.66