



Warranty Claim Form

Date: 1/2/2025

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

573TE3229P6646118
Imagine 2800BH
Retail Purchase Date: 10/5/2023
Work Started: 9/6/2024
Work Completed: 9/6/2024

Claim Status: Paid
Dealer Work Order #: 11092
Unit Offline Date: 3/28/2023

Claim #: 848204
Labor: \$954.50
Parts: \$482.30
Shipping: \$6.72
Total: \$1443.52

Notes: KK 9.9.24. Approved with modifications.

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

REBECCA L ZIMMERMAN
5066 VIENNA DR
WAUNAKEE, Wisconsin 53597
United States
608-843-6207

Operation Line # 1

Flat Rate Code: 540012 Sealing - Gutter Rail (Roof Line) *Fault Code:* Damaged/Maintenance Molding

Problem: Leak in the awning by the kitchen vent fan, where awning meets unit.

Hours: .3

Cause: CMR complains about black streaks from awning where it meets the roofline above the kitchen hood vent. Assuming we are talking about the gutter/screwtrack because awning should not be leaking. This location is where the gutter/screwtrack is seamed together. Needs sealant.

Amount: 34.50

Remedy: Cleaned and resealed gutter/screwtrack seam, soaked with soapy water, used nylon brush to remove debris, dried with towel, applied quik-solv and let dry. Applied black nova-flex sealant to make water-tight seal again.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 510017 Sealing - Sidewall Assembly (Main) *Fault Code:* Damaged/Maintenance Attachments

Problem: Self leveling dicor around vents on the roof are starting to crack.

Hours: 1

Cause: It is not dicor, it's alpha sealant. It is not cracking, it is pulling away from a couple of the plastic plumbing vents and the rear skylight.

Amount: 115.00

Remedy: Cleaned areas for resealing with quik-solv, scrubbed clean, applied dicor to refresh seal.

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 19.18

Operation Line # 3

Flat Rate Code: 110018 Underbelly - Reseal *Fault Code:* Damaged/Maintenance

Problem: On the underbelly, it is pulling away and discoloring. Towards the front of the unit. *Hours:* .5

Cause: Factory foamed too much in spots and over expanded, need to be filled in. Foam changes color over time, just the nature of the yellow foam. *Amount:* 57.50

Remedy: Filled in gaps in foamed areas all the way around. *Sublet Repairs:* \$0.00

Manufacturer #: *Model #:* *Serial #:*

Operation Line # 4

Flat Rate Code: 510017 Sealing - Sidewall Assembly (Main) Attachments *Fault Code:* Damaged/Maintenance

Problem: Caulking on the front end cap is starting to crack and separate. *Hours:* .5

Cause: Using the coach causes seams to shift. Sealant used by the manufacturer does not allow for much give. More of a hard adhesive than a sealant. *Amount:* 57.50

Remedy: Will need to clean both front cap seams thoroughly and run bead of black nova-flex sealant. *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	14.42

Operation Line # 5

Flat Rate Code: 560005 Entry Door - R&R Bumper/Holdback/ Catch *Fault Code:* Component Failure

Problem: When opening the exterior foor in the main bedroom door, the latch that hooks the door to stay open is broken. *unsure on labor code* *Hours:* .2

Cause: Broken plastic door stay. Recommend a metal stay and move the placement. *Amount:* 23.00

Remedy: Replaced door stay latch with a similar style AP products brand. Butal taped fastener holes and fastened latch in place. Had to use rivets on door side top because screws wouldn't hold anymore. *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
590502 CATCH ENTRY DOOR 90 DEGREE BLACK	CATCH ENTRY DOOR 90 DEGREE BLACK		1	1	1.01

Operation Line # 6

Flat Rate Code: 560016 Entry Door - Adjust Door (Main) *Fault Code:* Damaged/Maintenance

Problem: Latch on the exterior door that leads into the main bedroom latched hard and needs to be slammed or jolted to latch properly. *Hours:* .3

Cause: CMR states door is hard to close, needs to be slammed for latch to catch. Recommend adjusting door camber for easier closure. *Amount:* 34.50

Remedy: Took some camber out of the door itself, closes much easier now. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 7

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Damaged/Maintenance

Problem: Trim by the bunks is coming off and needs to be secured back into place. *Hours:* .2

Cause: Trim came loose by rear entrance door, bunk side. *Amount:* 23.00

Remedy: Pin nailed back into place. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 810008 Awning-Main (Power) - R&R Arms *Fault Code:* Component Failure

Problem: Exterior door by the bunks when awning is out rubs on the fabric. *Hours:* 1

Cause: Customer states that the awning rubbing on door when opened. Awning arms are not staying straight when put out. Pitch control is loose and needs tightening causing both arms to fully itch and fabric contacts door. Hardware is worn beyond repair. *Amount:* 115.00

Remedy: Remove existing bolts and nuts for pitch control, upgraded to a finer thread bolt for more tension, need to R&R arms. *Sublet Repairs:* \$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
590732	AWNING HARDWARE 63" AWNING HARDWARE 63" BLACK BLACK TOP WIRE-NO LAGS (2 PIECE SET)		1	1	344.49

Operation Line # 9

Flat Rate Code: 420044 Outlets/Recepts - R&R Shoreline Cord *Fault Code:* Damaged/Maintenance
Recept

Problem: Electric cover of the power outlet does not latch. Unsure if it is supposed to latch or if it just lays down flat. *Hours:* .4

Cause: Cover for shore power not latching, needs replacement, it should latch closed. *Amount:* 46.00

Remedy: Replaced with on-hand Furrion 50 amp shore power outlet. Closes nicely now. *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 Miscellaneous Part for claim use only claim use only		1	1	0.00
420098	RECEPT 50 AMP BLACK INLET W/ LED INLET W/ LED -FURRION	RECEPT 50 AMP BLACK INLET W/ LED - (FURRION F52INS-BS-OEM)	1	1	58.58

Operation Line # 10

Flat Rate Code: 590017 Skirt Metal (Lower Wrap) - Resecure *Fault Code:* Damaged/Maintenance

Problem: Screw missing in the skirting near the portable water fill, would like replaced. *Hours:* .3

Cause: Screw missing that attaches skirting to stability bracket. *Amount:* 34.50

Remedy: Replaced missing screw *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 11

Flat Rate Code: 560015 Entry Door - Adjust Screen Door *Fault Code:* Damaged/Maintenance

Problem: Exterior door by the bunk, the screws in the screen door are coming loose and need to be tightened repeatedly or they will fall out. Door comes loose. Customer states it is almost like they are stripped. *Hours:* .3

Cause: Weak door structure. Fasteners not adequate for amount of force, screws were stripped out and loose, not holding any longer. *Amount:* 34.50

Remedy: Filled screw holes with gorilla glue and ran in larger screws. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 12

Flat Rate Code: 650021 Closet/Pantry Cabinets - Replace Hanger *Fault Code:* Damaged/Maintenance Rod/Hook

Problem: Main bedroom closet, on the side of the slide, the closet rod hangs it is loose. *Hours:* .2

Cause: Screw holding the rod bracket in ODS closet was overtightened at the factory. *Amount:* 23.00

Remedy: Replaced screw with slightly larger screw. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 13

Flat Rate Code: 420056 Lights (Exterior) - LED Rope Light *Fault Code:* Component Failure

Problem: LED lights on the front cap look to be coming loose, would like verification that the lights are sturdy and sealed properly. *Hours:* .8

Cause: Front cap lights coming loose. Adhesive tape attached to tlight strip is failing. Clear protective coating on the led stip starting to come off. LEDS should be replaced, about to be moisture damaged from failing rubber coating. *Amount:* 92.00

Remedy: Removed lights, scraped old adhesive off with nylon blade, removed residue with quik-solv, *Sublet Repairs:* prepped surface with adhesion promoter, applied new LED strips, wired connections. Had to slightly \$0.00 expand wiring opening to allow a butt-connector to pass through. Caulked opening

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return</u> <u>Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
420428 LIGHT LED STRIP 36" COOL WHITE BLACK BACKED 60 LED/METER UL	LIGHT LED STRIP 36" COOL WHITE BLACK BACKED 60 LED/METER UL LIGHT FRONT CAP		2	1	12.95

Operation Line # 14

Flat Rate Code: 160002 Tongue Jack - R&R Electric Jack *Fault Code:* Damaged/Maintenance

Problem: Rubber cover on the front jack is coming off and damaged. Customer states that the button to move the jack up and down is also cracked. *Hours:* .5

Cause: Customer states that the rubber protector on the switch has a gap in it, this component keeps the internal electronics from getting moisture damage. *Amount:* 57.50

Remedy: We had a similar tongue jack in our salvage bin. I disassembled the broken one and replaced. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 15

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) Fault Code: Damaged/Maintenance

Problem: There is trim in the bathroom coming down and needs to be repaired- the trim is above the door. Hours: .5

Cause: Trim pulled off the wall. Amount: 57.50

Remedy: Show 4 pin nails where they were needed. Sublet Repairs: \$0.00

Manufacturer #: Model #: Serial #:

Operation Line # 16

Flat Rate Code: 560052 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - Fault Code: Damaged/Maintenance R&R Seal

Problem: Caulking on the outside kitchen compartment door looks thin. No current leaking, but customer is worried leaking may start if caulking isn't redone. Hours: .3

Cause: Customer requested refinishing the seal around outdoor kitchen, sealant looks thin. Slight gap on top not mounted 100% flush, was filled in with sealant at the factory. Amount: 34.50

Remedy: Cleaned and sealed outdoor kitchen door, added new layer of clear silicone sealant to help keep moisture out. Sublet Repairs: \$0.00

Manufacturer #: Model #: Serial #:

Operation Line # 17

Flat Rate Code: 580041 Fixed Pane Windows - Seal Glass Fault Code: Damaged/Maintenance

Problem: Customer states that the trim on all of the windows is shrinking- there is anywhere from a quarter inch gap to a half inch gap on all of them. Hours: 1

Cause: Rubber seals/glazing on windows either shrank or were short at manufacturers installation. (1.5 hours, 14' window glazing) Amount: 115.00

Remedy: Cut and fit new rubber seals/glazing on windows were issue presented. Also silicone lubricated window tracks 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>
580209 WINDOW GLAZING SEAL BLACK LARGE	WINDOW GLAZING SEAL BLACK LARGE		14	5	31.67