



Warranty Claim Form

Date: 3/21/2025

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

573FS4224PAA14638

Solitude 3950BH-R

Retail Purchase Date: 12/6/2023

Work Started: 2/25/2025

Work Completed: 2/25/2025

Claim Status: Paid

Dealer Work Order #: 11097B

Unit Offline Date: 11/10/2022

Claim #: 878432

Labor: \$57.50

Parts: \$239.33

Shipping: \$14.12

Total: \$310.95

Notes: 3.17 motor recd and appears to have been wet - dealer pics also indicate this. unit is also out of warranty. NO VCB. MOVED PART TO SCRAP BIN. sm === pending part return, When Returning parts, please include a copy of the CLAIM in the box with the part. Once the part has shipped, please provide the tracking number in the dealer notes section of your claim, add any return freight charges you may have incurred to your Requested Shipping Total box, and then put the claim back into submitted status to be processed. Return to the VCB address: Grand Design RV 5200 Hoffman St Elkhart, IN 46516 Adjusted shipping to parts claimed from invoice. NN 3.6

Dealer Information

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Approved Labor Rate: \$115.00

Customer Information

Nick Ciske

237 S Junius Peak
Blanco, Texas 78608
United States

612-564-1626

Operation Line # 1

Flat Rate Code: 170001 Lippert Electric - R&R Actuator Motor *Fault Code:* Component Failure Assembly

Problem: Bunkroom slide issue.

Hours: .5

Cause: Bunkroom slide faulted when operating without batteries. Had to limp it open to do work. Finally found *A m o u n t* : controller hiding under outdoor kitchen counter on opposite side of coach. Showing a 1-8 error code. 57.50
Contacted lippert one control service and started a case #5642220. Spent an hour on the phone with lippert 3 separate calls trying to diagnose the slide issue. They generated an email with troubleshooting steps. Narrowed it down to a bad hall sensor in motor 1.

Remedy: Motor needs to be replaced. Time includes diagnosing the issue. *Unsure if this is the right labor *S u b l e t* code. *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>
170000 MECHANISM-MOTOR- ONLY-IN SLIDE WALL SCHWINTEK	MECHANISM MOTOR ONLY 300:1 IN SLIDE WALL IG-42-10MM SCHWINTEK		1	1	239.33