



Warranty Claim Form

Date: 1/9/2025

1127 Greenway RV Sales & Service

8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States

Ph. 715-325-5170

mail@greenewayrv.com

General Information

573TE3024R6650860

Imagine 2500RL

Retail Purchase Date: 6/18/2024

Work Started: 10/14/2024

Work Completed: 10/14/2024

Claim Status: Paid

Dealer Work Order #: 11178

Unit Offline Date: 3/26/2024

Claim #: 845449

Labor: \$816.50

Parts: \$156.01

Shipping: \$177.72

Total: \$1150.23

Notes: emailed dealer 2nd attempt; 12.30 sm== LINE 6 need invoice for part = need picture of valve removed from toilet. sm 12.6== Sg 9/25/24 120024 - authorize 4 grease caps (different style) and 2 hours labor for installation. You can do a VCB and authorization is in case 5334052. If the parts need to be ordered and they would like to order from Lippert, the service facility can call our Axle/Chassis/Step parts department at 574-537-8900 and order. Be sure to reference this case number, 5334052 when calling. If they would like to purchase it locally, that is okay.

Dealer Information

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8220 State Hwy 13 South
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715-325-5170

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Approved Labor Rate: \$115.00

Customer Information

JOHN B TREWEEK

151970 FLAMEFLOWER RD
WAUSAU, Wisconsin 54401
United States
715-241-0231

Operation Line # 1

Flat Rate Code: 120024 Hub - R&R - Axle Hub Grease Dust *Fault Code:* Component Failure
Cap

Problem: Customer states that the bearing buddy on the DS rear tire came off- needs to be reinstalled. *Hours:* 2

Cause: Aluminum bearing buddy fell off. A continuing issue when adapted to the new antilock breaking *Amount:* 230.00 system. Not an isolated incident. Anna has started an inquiry investigation with Grand Design. Needs replacement with steel bearing buddies, all 4 hubs (1.5hours) source parts and install.

Remedy: Installed missing dust cap and new steel bearing buddies on all 4 hubs. Torqued lugnuts to *Sublet Repairs:* factory specifications. \$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>
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	0.00
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		4	1	0.00
140033 TIRE COVER BLACK CENTER SNAP-IN	TIRE COVER BLACK CENTER SNAP-IN		1	1	2.78
120018 AXLE DUST CAP ONLY FOR 52 - 6 K	AXLE DUST CAP ONLY FOR 52 - 6 K		4	1	44.72

Operation Line # 2

Flat Rate Code: 590016 Skirt Metal (Lower Wrap) - R&R (per *Fault Code:* Improper Installation/Build section)

Problem: Customer states that the slide out may need to be adjusted- the first screw on the fender skirt catches when they put the slide out out. customer also states that the slide out is making a lot of noise, need to check the schwintek system. Customer states that it is making a grinding noise, the slide topper is also rolling up funny. *Hours:* 2.5

Cause: Fender skirt screw punctured radius metal on ODS, forward of the slide, needs replacement. Black, *A m o u n t :* 5=156"L 14"H, 3 bend. SLide mechanism is not a schwintek, its a through-frame ram drive, and the 287.50 adjustment is fine. Looks like the screw that punctured the skirting was never shortened at the factory or they used the wrong length screw.

Remedy: Problem is corrected with a black rivet, just need to replace the skirting now.

S u b l e t
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>
570372 METAL SKIRT 030 14 X 168 BLACK TP 3 BREAKS	METAL SKIRT 030 14 X 168 BLACK TP 3 BREAKS		1	1	67.35

Operation Line # 3

Flat Rate Code: 810010 Awning-Main (Power) - Adjust *Fault Code:* Improper Installation/Build Tension

Problem: Customer states that the main awning needs to be adjusted- customer states that the front awning arm does not go in properly, would like to have looked at. The front awning arm, when trying to roll the awning in, the rear side of the awning arm trys to go into the track, you have to push the awning arm in order to get it to close properly- the rear awning arm does the same thing. *Unsure on labor code* *Hours:* 1

Cause: Fabric out of adjustment during manufacturing.

A m o u n t :
115.00

Remedy: Pulled set screws in screwtrack and slide awning fabric 1" towards front of coach, arms now line-up fine but the fabric is stretched from the incorrect alignment. Rear arm still sticks out 1/2" from flush. Shimmed fabric on rear side with 2"x2" rubber square to help rear fabric pull in at the same time as front. *Unsure on labor code* *S u b l e t*
R e p a i r s : \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 650023 Dinette Base - Repair Base

Fault Code: Improper Installation/Build

Problem: Customer states that the door on the bench does not close properly. Customer states that the peg does not go in between the rollers, but rather it goes over the rollers, would like to have looked at. THAT cabinet door closest to the refer, most likely needs to be adjusted. *Hours:* .6

Cause: The dining table is missing hardware. Hardware was not adequately tightened during assembly. Door on dinette bench seat has misaligned latch for stay. *Amount:* 69.00

Remedy: Added some nylon lock nuts to table to replace missing nuts. Works good. Adjusted door alignment to fix catch alignment, latched goo now. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 720095 Refrigerator - R & R Interior Light *Fault Code:* Component Failure Assembly

Problem: Customer states that the light in the refer does not work, it was working but then it shut off on its own for three hours. When it came back on the light did not work. *Hours:* .5

Cause: Refer is on and cooling, dead light in refer. Furrion, model #FCR10DCGTA need a replacement component. *Amount:* 57.50

Remedy: Replace light in refer and made adjustments to the door so it latches as it should. *Sublet Repairs:* \$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

Operation Line # 6

Flat Rate Code: 360008 Tank Flush - R&R Valve *Fault Code:* Component Failure

Problem: Customer states that there is continually water around the base of the toilet. *Hours:* .5

Cause: Flush valve defective, continuously dribbling and eventually over fills bowl. *Amount:* 57.50

Remedy: Replace flush valve on toilet. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag</u> <u>#</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
350465 TOILET WATER VALVE KIT ONLY F/ 300, 310 AND 320 SERIES	TOILET WATER VALVE KIT ONLY F/ 300, 310 AND 320 SERIES		1	1	41.16