



Warranty Claim Form

Date: 6/11/2025

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

573TT372XR8832191
Transcend 321BH
Retail Purchase Date: 7/15/2024
Work Started: 6/3/2025
Work Completed: 6/3/2025

Claim Status: Paid
Dealer Work Order #: 11307
Unit Offline Date: 6/7/2024

Claim #: 903406
Labor: \$168.00
Parts: \$698.47
Shipping: \$172.87
Total: \$1039.34

Notes: cc-4/25/25 Please hold parts for 30 days after claim is filed In an effort to partner with you, (our selling dealer), in servicing our mutual retail customer, Grand Design is advising the unit has been out of service for 20 or more days. If you need any assistance with ensuring unit concerns are addressed in a timely manner, please contact Grand Design Customer Service Team.

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: \$140.00

Customer Information

MARCIA HALLAS
207969 JONES VALLEY ROAD
MOSINEE, Wisconsin 54455
United States
715-581-5048

Operation Line # 1

Flat Rate Code: 560001 Entry Door - R&R Assembly (door& *Fault Code:* Improper Installation/Build frame)

Problem: Customer states that the master locks on the glass doors are no longer locking. Customer stated that they had the back on locked for a while and unlocked it one day to use it but then it will not lock again after that. They also stated that the front glass door is having issues with the latch catching and not wanting to lock. Would like to be looked at and fixed if possible.

Hours: 1

Cause: Pics and measurements taken. The framework on rear entry door by the striker plate is bent, not allowing the rear entry door to latch. The doors have been an issue for a while; they usually had to back door locked.

Remedy: Will need a complete entry door with framework.

Subject 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>
561433 DOOR ENTRANCE 28 X 72 RH BLKSLD GLASS	DOOR ENTRANCE 28 X 72 RH BLKSLD GLASS		1	1	685.35

Operation Line # 2

Flat Rate Code: 660031 Drawers - R&R Drawer Guide

Fault Code: Damaged/Maintenance

Problem: Customer states that the drawer guide is broken and will need to be replaced.

Hours: .2

Cause: A drawer in the kitchen, the drawer glide is broken.

Amount: 28.00

Remedy: Pull out drawer and replace the glides.

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>
661257 BRACKET CABINET MEMBER ONLY DWR SLIDE 4501 BB 100# 20" ZINC	BRACKET CABINET MEMBER ONLY DWR SLIDE 4501 BB 100# 20" ZINC		1	2	9.87
661256 BRACKET DRAWER MEMBER ONLY DWR SLIDE 4501 BB 100# 20" ZINC	BRACKET DRAWER MEMBER ONLY DWR SLIDE 4501 BB 100# 20" ZINC		1	2	3.25