



Warranty Claim Form

Date: 5/1/2025

1127 Greeneway RV Sales & Service

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

Ph. 715-325-5170

mail@greenewayrv.com

General Information

573TM3429P1219194

Momentum 28G

Retail Purchase Date: 3/16/2024

Work Started: 12/11/2024

Work Completed: 4/18/2025

Claim Status: Paid

Dealer Work Order #: 11342

Unit Offline Date: 11/7/2022

Claim #: 890852

Labor: \$1414.50

Parts: \$473.77

Shipping: \$729.30

Total: \$2617.57

Notes: 510018 JH 10/28 Approved 7.0 hours per RSM request GD case 740047 510018 JH 10/24 Pending Management Review. 820003 JH 10/24 Vendor Approval Attached. 820003 JH 10/24 Sent Updated Information to Vendor 820003 JH 10/23 Vendor Request: Good Day, Reaching out to attempt to make contact with someone at the service dept so we can connect to discuss the operation issues of the Happijac bed lift. If you have a different contact email for the dealer, please forward this to them so we can get them taken care of. or please have tech call (715)325-5170 and ask for either Kaitlyn or Michelle, they will be able to assist you. Thanks Tyler Brian Happijac Tech / Warranty Manager JH 10/18 Unit shipped to dealer 11/21/2022 customer has owned the RV since 3/16/2024. Sealants and Adjustments are covered for 180 Days from the date of the Original Purchase. • Sealants include all exterior sealants, roof sealants and interior sealants around sinks, showers, and countertops. Denied lack of seal maintenance. 820003 JH 10/18 Pending Vendor Review

Dealer Information

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Approved Labor Rate: \$115.00

Customer Information

CRAIG SORBO

2542 PIONEER RD
RICHFIELD, Wisconsin 53076
United States
262-617-4075

Operation Line # 1

Flat Rate Code: 560025 Patio Door - R&R Lock/Latch

Fault Code: Damaged/Maintenance

Problem: Rear patio, the railing/gate latch is broken at delivery. Plastic clip.

Hours: .3

Cause: The plastic hook broke.

Amount: 34.50

Remedy: R&R plastic hook.

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>
561581 RAMP DOOR PATIO RAIL ASSEMBLY BUNGEE STRAP REPLACEMENT KIT ONLY F/ 3000 SERIES RAILING	RAMP DOOR PATIO RAIL ASSEMBLY BUNGEE STRAP REPLACEMENT KIT ONLY F/ 3000 SERIES RAILING		1	1	33.07

Operation Line # 2

Flat Rate Code: 510018 Sealing - Sidewall Assembly (Main) Leak *Fault Code:* Damaged/Maintenance
(Resulting in Damage)

Problem: Water damage inside the ceiling in front of the happy jacks have water staining.

Hours: 8

Cause: The roof needs a complete reseal. There are cracks in almost all of the sealant, which allowed water to get in and damage the ceiling panel. *A m o u n t :* 920.00

Remedy: I will have to disconnect the wiring for the light and USB plug-in and remove the overhead cabinets on the DS. Then remove two baton strips, two pieces of quarter-round, two lights, two A/C ducts, and one speaker. I will have to cut the ceiling panel where it meets the wall, pop the staples on the sides and remove the panel. Then attach braces on the ends I cut so the new panel will have something to be secured to on the ends. cut holes in the new panel for the speaker, lights, and ducts and secure it to the ceiling. Put everything back on and putty the holes. For the interior, we will need a ceiling panel and baton strip. *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>
610995 AZDEL 3.6MM 48 X 108 MOMENTUM BELLINI ICE PANEL W/ PUR	AZDEL 3.6MM 48 X 108 MOMENTUM BELLINI ICE PANEL W/PUR		1	1	82.18
610995 AZDEL 3.6MM 48 X 108 MOMENTUM BELLINI ICE PANEL W/ PUR	AZDEL 3.6MM 48 X 108 MOMENTUM BELLINI ICE PANEL W/PUR		1	1	82.18
611193 TRIM 3.6MM X 1 1/2 X 108 MOMENTUM BELLINI ICE BATTEN 6112	TRIM 3.6MM X 1 1/2 X 108 MOMENTUM BELLINI ICE BATTEN 6112		1	1	3.32
611006 TRIM 3.6MM X 1 1/2 X 108 BALI ICE 6112 BATTEN	TRIM 3.6MM X 1 1/2 X 108 BALI ICE 6112 BATTEN		1	1	3.32

Operation Line # 3

Flat Rate Code: 640012 Slide Out Seals/Water Diversion - R&R Exterior *Fault Code:* Damaged/Maintenance
Bulb Seal (per piece)

Problem: Leaked water in front side of main living room slide during hard rain.

Hours: 2

Cause: The flap/bulb seal combo is ripped and needs to be replaced. The screws in the track will have to be replaced with a style that has a flat head or the new seal will rip too. *Amount:* 230.00

Remedy: R&R flap/bulb seal combo and screws in track.

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		85	1	0.00
611052 LAUAN 3.6MM X 48 X 99 3/4 BALI ICE	LAUAN 3.6MM X 48 X 99 3/4 BALI ICE		3	1	228.81

640737 SEAL SLIDEOUT PURCH KE SEAL SLIDEOUT PURCH KE	85	4	40.89
DESIGN 1.50" FLAP 2.29 SCHWINTEC DESIGN 1.50" FLAP 2.29			
IN WALL SCHWINTEC IN WALL			

Operation Line # 4

Flat Rate Code: 820003 Bed Lift Systems - R&R Bed Lift *Fault Code:* Component Failure Assembly

Problem: Switch on the happy jack is bent, front left one if looking from the rear of the unit. *Hours:* 2

Cause: If you're looking at the bed, the locking tap on the DS is bent. The whole mechanism is tweaked *A m o u n t :* because when the bottom bed gets four feet from the floor it starts to chatter and jump excessively. I 230.00 measured the distance between the steel tracks and they are exactly forty-eight inches top and bottom. When I look in the channel I can see that the plastic pad that rides on the back side of it is pressed up tight against the rail and the front one isn't making contact.

Remedy: Need manufacturer guidance. *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>
961751 LIPPERT LABOR ONLY	LIPPERT LABOR ONLY		1	1	0.00