



Warranty Claim Form

Date: 6/2/2025

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

573FS3627SAA19975
 Solitude 310GK
 Retail Purchase Date: 9/23/2024
 Work Started: 11/1/2024
 Work Completed: 4/25/2025

Claim Status: Paid
 Dealer Work Order #: 11539
 Unit Offline Date: 9/10/2024
 Claim #: 896824
 Labor: \$736.00
 Parts: \$228.38
 Shipping: \$124.18
 Total: \$1088.56

Notes: MS 05/09/25 740025 - This is approved on RGA #11212024004 for .50 hours to add brackets to straighten the lift, they will need (1) TV209-117 brackets & (4) UO115-305 screws. To help hold the TV more square when fully extended we can send a few brackets they can install on the side of the extrusion to adjust that. It might still travel crooked but square up when it gets fully extended. (PLEASE SEE EMAIL SENT WITH THIS INFORMATION AS WELL) 640007 - SRT did make some minor adjustments to where they had it, just to find the "sweet spot"

Dealer Information

Customer 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

JAMES C AND SUZANNE B DOHNER
 JOINT
 E10861 TERRYTOWN ROAD
 BARABOO, Wisconsin 53913
 United States
 608-356-3307

Operation Line # 1

Flat Rate Code: 740025 TV - R&R TV Lift

Fault Code: Component Failure

Problem: Customer states that the TV mount is off about an inch- the right side of the TV if you are looking at it is about an inch lower than the left side. Hours: 1

Cause: The motorized mount for the TV is defective. When it gets to the top of the mechanism the whole *A m o u n t* : mount shifts to the right. Shifted the TV counterclockwise one inch to compensate for the mount rocking 115.00 right when fully extended but it still doesn't sit level with the cabinet because of the defective device.

Remedy: R&R motorized TV lift- please verify part number #820093

Sublet Repairs:
 \$0.00

Manufacturer #:

Model #:

Serial #:

Part	Description	Return Tag #	Qty	Units	Amount
820093 TV LIFT 33 X 28 1/2 X F NO TV BRACKET PLATE	TV LIFT 33 X 28 1/2 X F NO TV BRACKET PLATE		1	1	0.00
740327 TV LIFT BRACKET ONLY	TV LIFT BRACKET ONLY		1	1	17.12

Operation Line # 2

Flat Rate Code: 350051 Toilet - Resecure

Fault Code: Improper Installation/Build

Problem: Customer states that the toilet is loose, and it tips forward and backwards.

Hours: .6

Cause: Plastic base on a plastic ring. It's not the most solid combination. Nothing was loose but the components lack redgidity like a porcelain base toilet. Where the floor flange mounts to the floor, the wood is somewhat convex.

Amount: 69.00

Remedy: Added some washers to mounting hardware in an attempt to sturdy up some. Cut two pieces of white aluminum to shim base in front and back. Seemed to sturdy up a lot.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 560011 Entry Door - R&R Screen Door

Fault Code: Improper Installation/Build

Problem: Customer states that the screen door is out of adjustment. There is about a one inch gap on the top and the right side of the door when you are inside the unit looking out.

Hours: .3

Cause: Attempted to camber and adjust the screen door, but that did nothing. Screen door is not forming to doorway as it should, door is bent enough to not seal. Adjusted door latch enough to mostly seal except for top corner where bend deforms door.

Amount: 34.50

Remedy: R&R screen door.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return</u> <u>Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
561359 DOOR ENTRY SCREEN DOOR FRAME ONLY REPLACEMENT 8000 R 30 X 78 RH STDSCD FJWH BKP STDLATCH RPLCMN NLA	DOOR ENTRY SCREEN DOOR FRAME ONLY REPLACEMENT 8000 R 30 X 78 RH STDSCD FJWH BKP STDLATCH RPLCMN NO LONGER AVAILABLE SEE 562154		1	1	163.54

Operation Line # 4

Flat Rate Code: 710040 Thermostat - Repair Thermostat Wiring

Fault Code: Improper Installation/Build

Problem: Customer states that the furnace will not turn on on gas. If there is a five degree difference it will not auto turn on to LP.

Hours: 1

Cause: Set thermostate to heat/gas, 70F ambient are is 65F. Furnace kicked in immediately. Within a few minutes furnace is putting out plenty of hot air into the coach. Main wall thermostat in coach is approximately 6 degrees off from actual temperature. Once thermostat kicked off furnace, it won't kick back on. Increased temp to 99, still won't kick back on.

Amount:

Remedy: Went into utility compartment and tied together blue wires on furnace and it worked fine. Must have been a loose connection in the WAGO somewhere because the furnace is now working flawlessly with thermostat. Was checking continuity through wires from furnace back to thermostats and it decided to kick on again. Lowered temp on thermostat and furnace kicked off, adjusted temp up and furnace kicked back on. Thermostat within 2 degrees as designed.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 420011 Lights (Interior) - R&R Pancake Light *Fault Code:* Component Failure

Problem: The light above the bed, when on bright it flickers. When it is on dim it does not flicker. If you are at the foot of the bed it is on the right side. *Hours:* .2

Cause: Turned on lights above the bed and adjusted to each setting multiple times. Detected a slight flicker from stated light about bed when on high setting. *Amount:* 23.00

Remedy: R&R light. 4W LED touch sensitive white. *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
421142 LIGHT INTERIOR 4 1/2" LED SLIM FIT SURFACE MOUNT 240LM	LIGHT INTERIOR 4 1/2" LED SLIM FIT SURFACE MOUNT 240LM		1	1	9.84

Operation Line # 6

Flat Rate Code: 310019 Termination (Gate) Valves - R&R Sewer Hose Holder *Fault Code:* Improper Installation/Build

Problem: Customer states that the bumper cap for the sewer hose does not stay on. *Hours:* .2

Cause: Cap missing for sewer hose storage. Defective part. *Amount:* 23.00

Remedy: R&R sewer hose carrier 4.5x75.5" black plastic #150189 *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>
150189 TUBE SEWER HOSE CARRIER 4 1/2 X 75 1/2 BLACK PLASTIC SUPER TUBE W/XTRA MNTG BRKT	TUBE SEWER HOSE CARRIER 4 1/2 X 75 1/2 BLACK PLASTIC SUPER TUBE W/XTRA MNTG BRKT		1	1	37.88

Operation Line # 7

Flat Rate Code: 170014 Lippert Hydraulic - Adjustment at Head* *Fault Code:* Improper Installation/Build

Problem: DS slide makes black marks on the floor when moving the slide in and out. *Hours:* 2.5

Cause: Black marks on interior flooring from black plastic slide skis making contact. Made the one adjustment that can be made on the slide and the issue still presides. *Amount:* 287.50

Remedy: Consult manufacturer on what to do about slide skis indentation in flooring. The issue is occurring on both main opposing slides. *Grand Design Note: The dealer has it adjusted correctly, there are no slide rollers, it is a flush floor hydraulic slide and has only a wear bar, no adjustment can be made to the wear bar. We did make some minor adjustments to where they had it, just to find the "sweet spot" if you want to call it that. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 560049 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - *Fault Code:* Improper Installation/Build
Repair Door

Problem: Front cargo door doesn't stay latched when driving.

Hours: .6

Cause: States latches not keeping front cargo door secure while underway. Upon examination, latches barely catch lip on inside door threshold. Center lock latch is the first to pop loose as it is positioned higher than two outside latches. Sheer size of the door allows for some flexing while coach moves down roadway causing to pop open. *Amount:* 69.00

Remedy: Loosened door frame on bottom, wedges 6" piece of 1/2 aluminum angle iron under bottom inside doorframe, which raised lip that catches door latches. Also straightened out center latch and slightly bend, making latch longer. Door is holding much more securely. Cleaned up shavings and locked compartment. *Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: