



Warranty Claim Form

Date: 1/2/2025

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

573FR3728M9909848

Reflection 31MB

Retail Purchase Date: 10/23/2020

Work Started: 11/21/2024

Work Completed: 11/21/2024

Claim Status: Paid

Dealer Work Order #: 11542

Unit Offline Date: 8/24/2020

Claim #: 855044

Labor: \$575.00

Parts: \$607.14

Shipping: \$161.06

Total: \$1343.20

Notes: *only 4 post install pics provided, if vendor dont cover you will be charged back mls 12/17 *Final Request email sent mls 12/17 *LINE 1 Please label as post install. Vendor will require 8 measurement photos post install , 4 with the slide fully extended showing 2.5", 4 with the slide almost fully retracted showing 2.5" mls 12/10 *check back next week 12/9 *2nd Request email sent mls 12/2 *LINE 1 vendor requires clear pic of the hardware tag on defective part mls 11/22 TSB-146-001-2022- lci- 5 HRS.

Dealer Information

1127 Greenway RV Sales & Service

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

715-325-5170

mail@greenewayrv.com

Approved Labor Rate: \$115.00

Customer Information

Nicholas Wasko

5308 County Hwy S
Sparta, Wisconsin 54656-6506
United States
815-210-4096

Operation Line # 1

Flat Rate Code: 170027 Lippert Schwintek - R&R Complete Column *Fault Code:* TSB
- per side

Problem: Customer states they had trouble with the slide within the first few months and has it several times for repairs, eventually it was determined it was improperly installed from the factory, and it was removed and reinstalled with all new components. After that they always noticed it was very noisy and would jump/skip when bringing it in, but it finally continued to work. It worked up until this last weekend. When they went to bring it out, it didn't want to come out all the way. After messing with it and bringing it in and out several times, it came out but the lower corner closest to the door was in about an inch or so still. When they went to leave, it didn't want to come in and had to override the module and force it back in so they could pack up and head home with it. Since then they have not put it back out because it was quite the fight to get it in and the top corner closest to the door is not in all the way. They found the lower v roller is jumping out of the V-groove on the lower rack because the bearing/shoe assembly is binding/froze up. They saw that there is a TSB (146-001-2022) from lippert for this concern and the manufacturer date of the components that were used fall within the date range of the bulletin.

Hours: 5

Cause: Top track towards the front, schwintek is separated and skipped a few gears. The binds up hard when slide is out about half way.

A m o u n t :
575.00

Remedy: R&R schwintek full mechanism.

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>R e t u r n</u> <u>Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
-------------	--------------------	------------------------------------	------------	--------------	---------------

640829 MECHANISM SLIDEOUT IN WALL 38	1	1	607.14
WALL 38 X 76 3/8 W/FLIP-N-SEAL SIDE SEAL (STD GEAR TRACK)			
MECHANISM SLIDEOUT IN WALL 38			
X 76 3/8 W/FLIP-N-SEAL SIDE SEAL			
(STD GEAR TRACK)			