



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@greenwayrv.com

General Information

573FR3724P9924075
Reflection 337RLS
Retail Purchase Date: 8/5/2023
Work Started: 11/20/2024
Work Completed: 11/20/2024

Claim Status: Paid
Dealer Work Order #: 11600
Unit Offline Date: 4/12/2023

Claim #: 861030
Labor: \$460.00
Parts: \$0.00
Shipping: \$0.00
Total: \$460.00

Notes:

Dealer Information

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715-325-5170
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Approved Labor Rate: \$115.00

Customer Information

MICHAEL MULVANEY
1426 RAINDANCE TRAIL
NEKOOSA, Wisconsin 54457
United States
414-333-0850

Operation Line # 1

Flat Rate Code: 810028 Antenna's - R&R Head Assembly *Fault Code:* Damaged/Maintenance

Problem: Customer states that the cable outlet for the TV is not operating correctly. It will not run through the unit. In order for the customer to use cable, they need to run the line through the window. *Hours:* 4

Cause: Faulty connection at the antenna head. 6.5 hours of labor due to extensive diagnosis. *Amount:* 460.00

Remedy: Hooked up tester up to the cable port outside, disconnected the cable from the booster and tested the connection. Our tester shows the cable is connected and the signal is at 21 DB. I pulled a few screws out of the underbelly by the slideout and the cables are connected with barrel connectors. I took the cables apart and checked their signal, and the cable coming from the outside port is showing 21 DB and the cable going to the slide is showing 29 DB. I replace four cable ends, checked the signal again and it didn't change. I did a channel scan to verify the antenna is working and it picked up 127 channels but none of them will come in. There was 100% cloud cover and unit was close to the building to waited for the following day when the skies were clear and moved unit away from the building and the channels still won't come in. I removed one of the ceiling lights, disconnected the cable from the antenna, hooked up a different style head and the channels came in perfectly clear. I hooked the cable back up to the antenna on the unit and the channels stayed clear. Either the connection was loose or there was debris in the cable end it came out when disconnected it. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: