



Warranty Claim Form

Date: 6/5/2025

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

573FR3725N9917696

Reflection 337RLS

Retail Purchase Date: 12/15/2021

Work Started: 4/3/2025

Work Completed: 5/20/2025

Claim Status: Paid

Dealer Work Order #: 11735

Unit Offline Date: 10/26/2021

Claim #: 900024

Labor: \$2760.00

Parts: \$833.43

Shipping: \$262.98

Total: \$3856.41

Notes: JH 4/3 Placed in Pending per dealer request. cc-3/251/25 per DR Mgr revised approved at 24.00 hours case file 659775 CC-3/7/25 drop off date 2/11/25 Case file 794345 submission date 3/7/25 :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. ***** We will need to know the reason in delay of submission and was dealer in contact with you prior to February for these repairs ? ***** This unit has open recalls and must be repaired according to Federal Law before customer takes delivery. 910045 - Quick Disconnect (supersedes 910029) Reviwed Case file with Jessica E no response from retail on issues so case was closed Unity out of warranty this was not followed up on from retail to get this unit in and adjusted and now out of warranty by

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Approved Labor Rate: \$115.00

Customer Information

Niki Myers

6612 VISTA VLY
WINDSOR, Wisconsin 53598-9120
United States
6152071026

Operation Line # 1

Flat Rate Code: 610002 Vinyl Board - R&R Interior Wall Panel (T- *Fault Code:* Improper Installation/Build nailed)

Problem: Customer has a claim with Grand Design. Customer states that the ODS slide out, the main slide out, the vertical aluminum beams are coming loose. The DS slide out is also going the same thing but not as bad. Needs to be inspected for possible frame issues. You can only see it from the inside. Customer states that the fascia piece is missing and you can see the beam where it is attached at the top but not at the bottom.

Hours: 24

Cause: Interior fascia on DS and ODS are separating from the slide wall on the rear of both slides.

A m o u n t :
2760.00

Remedy: Recommend new replacement slide walls. Will have to hyper extend both slides to do the repair. *S u b l e t*
Requesting 16 hours per slide wall. Would have to remove window on DS slide and R&I entertainment *R e p a i r s :*
cabinet on ODS slide. \$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	443.05
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	382.54

960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only	1	1	7.84
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