



Warranty Claim Form

Date: 9/3/2025

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

573TE2227P3431431
Imagine 17MKE
Retail Purchase Date: 5/16/2025
Work Started: 7/9/2025
Work Completed: 7/9/2025

Claim Status: Paid
Dealer Work Order #: 11835
Unit Offline Date: 7/19/2022

Claim #: 911815
Labor: \$448.00
Parts: \$308.53
Shipping: \$34.77
Total: \$826.90

Notes: 7/28 UNITY BOARD SENT OUT TO VENDOR FOR TESTING YM +*added 6.45 for return shipping *LINE 6 pending return of control board; When Returning parts, please include a copy of the CLAIM in the box with the part. Once the part has shipped, please provide the tracking number in the dealer notes section of your claim, add any return freight charges you may have incurred to your Requested Shipping Total box, and then put the claim back into submitted status to be processed. Return to the VCB address: Grand Design RV 5200 Hoffman St Elkhart, IN 46516 sm 7.23== see attached document for claiming handling fees. i have added 6.45 as return shipping. please correct and resubmit. sm 7.22== \$42.05 in return shipping? please supply shipping invoice sm 7.21== *LINE 5 do you have a picture of the shade hanging on the window showing the defect? sm 7.16= JW- LINE-6-740041-LCI--Case #5840266 --We are going to authorize 0.50 hours for replacement of the Unity board pending part return and testing

Dealer 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: \$140.00

Customer Information

MARK MILLER
1103 OAKWOOD MANNOR DR
HUBERTUS, Wisconsin 53033
United States
2624240924

Operation Line # 1

Flat Rate Code: 610006 Moldings/Trims - R&R Flat Batten Trim *Fault Code:* Improper Installation/Build (per piece)

Problem: Trim under murphy bed bottom left is loose.

Hours: .3

Cause: Improper install.

Amount: 42.00

Remedy: Used double sided tape to reattach the bottom trim,

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 650002 Base Cabinets - Repair Base *Fault Code:* Improper Installation/Build Cabinet

Problem: By bed- left side book cubby peeling.

Hours: .5

Cause: Peeling.

Amount: 70.00

Remedy: Used crazy glue to reattach and then pressed flat.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 560049 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - Adjust/ *Fault Code:* Improper Installation/Build
Repair Door (includes door and frame)

Problem: Bathroom sliding door need adjustment/level. *Hours:* .5

Cause: Improper install. *Amount:* 70.00

Remedy: Removed fascia then adjusted the glides. The door is as even as it can be and there is no longer a wide gap at the top. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 580012 Slider/Crank Out Windows - Repair *Fault Code:* Improper Installation/Build
Window

Problem: Windows are hard to open, lubricate kitchen windows were the worst. *Hours:* .2

Cause: Tight screens *Amount:* 28.00

Remedy: Used lube to make screens slide easier. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 690001 Blinds - R&R Blind *Fault Code:* Component Failure

Problem: Blind closest to entry door doesn't open all the way. *Hours:* .2

Cause: Bad shade. *Amount:* 28.00

Remedy: Tried to adjust, but that did not help. Need to R&R shade. *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>
692294	SHADE 38 X 17 BLACK SHADE 38 X 17 BLACK MANUAL		1	1	46.32
	MANUAL ROLLER SHADE KEYHOLE ROLLER SHADE KEYHOLE				
	HEMBAR				

Operation Line # 6

Flat Rate Code: 740041 MyRV - Program One Control *Fault Code:* Component Failure
Touchpad

Problem: Lippert One Control - Compass connect. *Hours:* 1.5

Cause: During finish prep, lippert one control/compass connect quit functioning properly. We did a series of tests with Lippert already case #5826336. *Amount:* 210.00

Remedy: We have established that the unity board has malfunctioned and needs to be replaced # *Sublet Repairs:*
X180T, 2020107939 3 hours to diagnose (tests with lipper), replace and test \$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
450154 MONITOR PANEL CONTROL BOARD X180T NLA	MONITOR PANEL CONTROL BOARD X180T		1	1	262.21

Operation Line # 7

Flat Rate Code: 950003 Misc. Charges - Handling Fee

Fault Code: No Problem Identified

Problem: for invoice 1417279

Hours: 0

Cause: for invoice 1417279

Amount: 0.00

Remedy: for invoice 1417279

Sublet Repairs: \$5.34

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 950003 Misc. Charges - Handling Fee

Fault Code: No Problem Identified

Problem: for invoice 1415775

Hours: 0

Cause: for invoice 1415775

Amount: 0.00

Remedy: for invoice 1415775

Sublet Repairs: \$30.26

Manufacturer #:

Model #:

Serial #: