



Warranty Claim Form

Date: 11/20/2025

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

573FS4429NAA12328

Solitude 390RK

Retail Purchase Date: 6/21/2023

Work Started: 10/27/2025

Work Completed: 10/27/2025

Claim Status: Paid

Dealer Work Order #: 11874

Unit Offline Date: 5/2/2022

Claim #: 942424

Labor: \$0.00

Parts: \$1000.19

Shipping: \$158.68

Total: \$1274.28

Notes: cc-6/2/25 as one time courtesy will approve for part only since this was preexisting issue prior to expiration cc-5/27/25 warranty expired 6/21/24 Please hold parts for 30 days after claim is filed This unit has open recalls and must be repaired according to Federal Law before customer takes delivery. 910039 - Curt Axle U-Bolt Torque 23V-490/2023-395 910039 910048 - Solitude Interior Step 25V-061/2025-077

Dealer Information

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Approved Labor Rate: \$140.00

Customer Information

Larry Walsh

4470 Cockrell Road
Freeport, Illinois 61032
United States

815-985-4165

Operation Line # 1

Flat Rate Code: 560001 Entry Door - R&R Assembly (door& *Fault Code:* Damaged/Maintenance frame)

Problem: Customer had previously had us look at the entry door of their unit. See Joe's cause/correction:
Cause: Main entry door was installed incorrectly the main door was too close to the striker plate not latching.
Correction: added 8 screws into framework of entry door to pull framework back to allow clearance for entry door to close properly. The door is now latching. Customer scheduled the appointment on 5/9/24 and we went out and looked at it on 5/28/24. Customer called in again in June stated that the door is still not operating correctly, customer was closing the unit for the season and would not be able to re-look at the unit until the following season.

Hours: 0

Cause: Entry door was installed incorrectly and won't shut because the latch is too close to the striker plate wider gap at top than bottom of door like it sagging. *A m o u n t :* 0.00

Remedy: R&R entry door with decals and screw covers.

*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>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
511637 DNU-DC 11 RH Solitude 2021	DC 11 RH Solitude 2021		1	1	107.09
511641 DNU-DC 13 RH Solitude 2021	DC 13 RH Solitude 2021		1	1	107.09
561232 DOOR ENTRANCE 8070R 30 X 78 RH FF JWFH FUJIWHG	DOOR ENTRANCE 8070R 30 X 78 RH FF JWFH FUJIWHG		1	1	632.31
511666 DC 25 RH Solitude 2021	DC 25 RH Solitude 2021		1	1	153.70

Operation Line # 2

Flat Rate Code: 950003 Misc Charges - Packaging/Handling *Fault Code:* No Problem Identified
Fee

Problem: Invoice 1435587 - \$72.96 Invoice 1429963 - \$42.45

Hours: 0

Cause: Invoice 1435587 - \$72.96 Invoice 1429963 - \$42.45

Amount: 0.00

Remedy: Invoice 1435587 - \$72.96 Invoice 1429963 - \$42.45

Sublet Repairs: \$115.41

Manufacturer #:

Model #:

Serial #: